



EAGLE MOUNTAIN

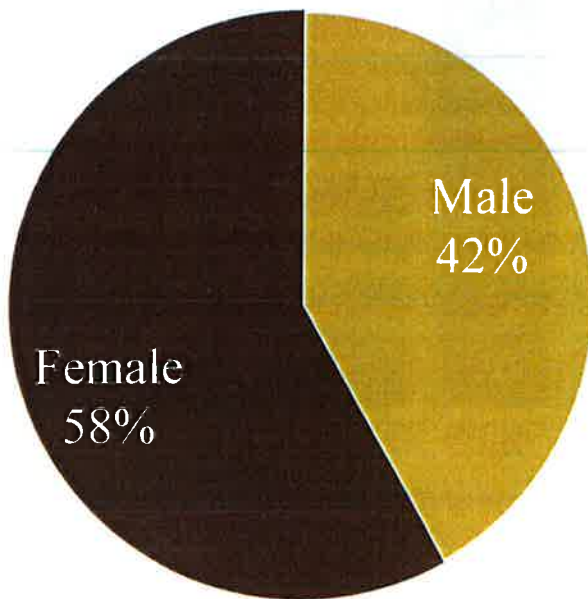
2015 Citizen Survey Results

Demographics

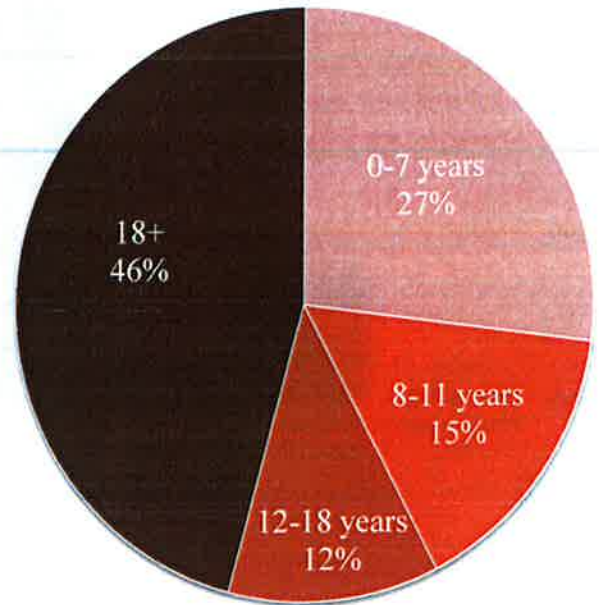
Source of Demographics

The following charts and graphs are based on information gathered from the annual Citizen Satisfaction Survey, the results of which may be found in the next section. We believe that our survey had a large enough sample to make assumptions about the demographics of the Eagle Mountain population.

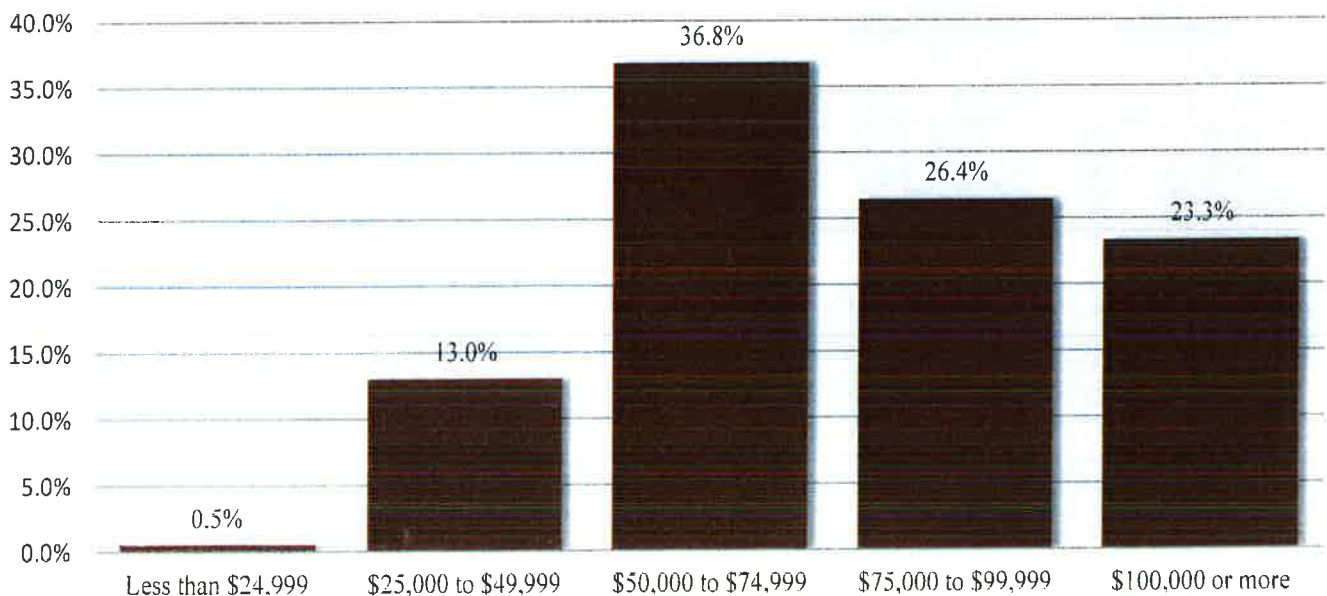
Gender



Age

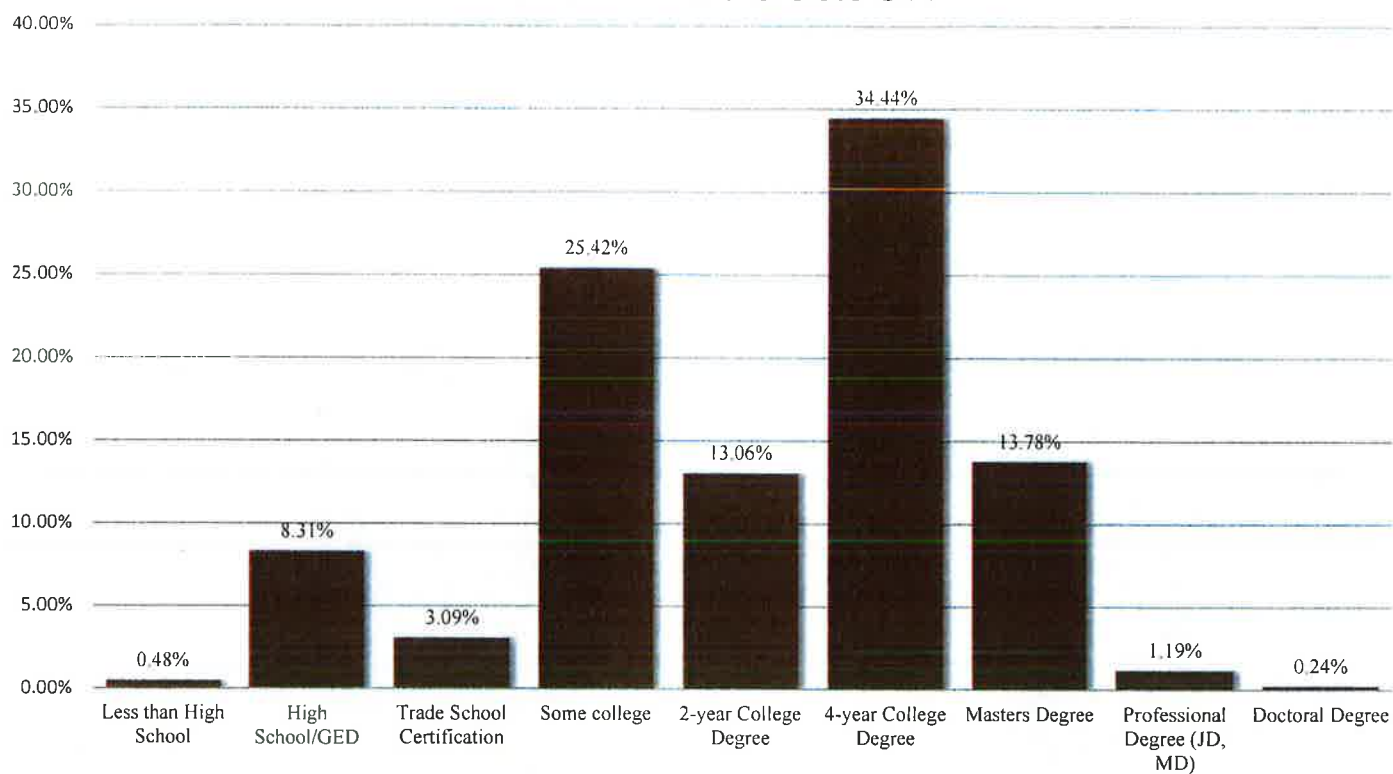


Household Income

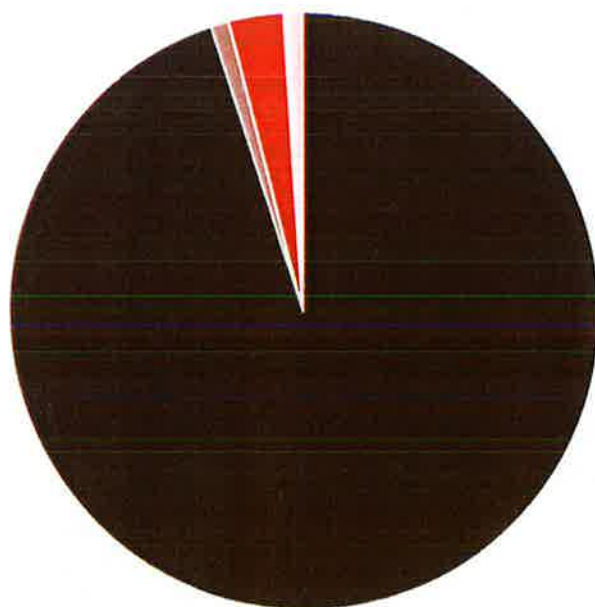




Level of Education



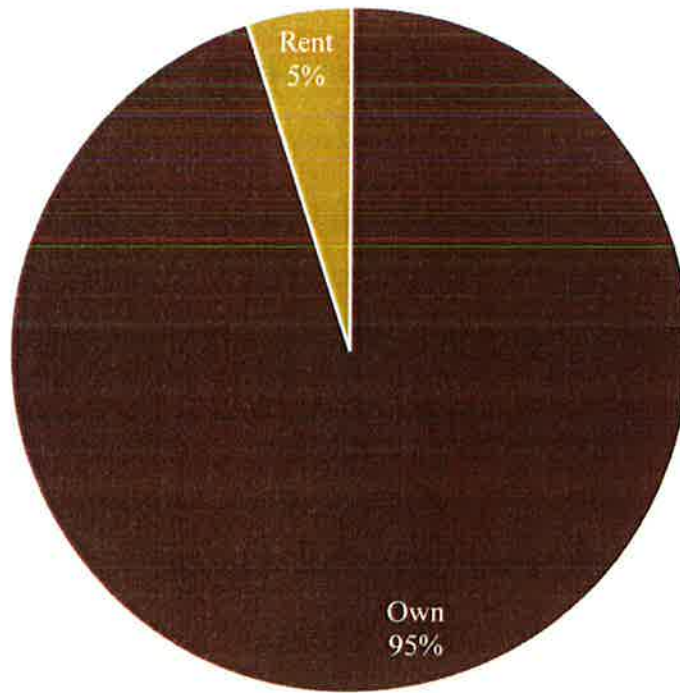
Race



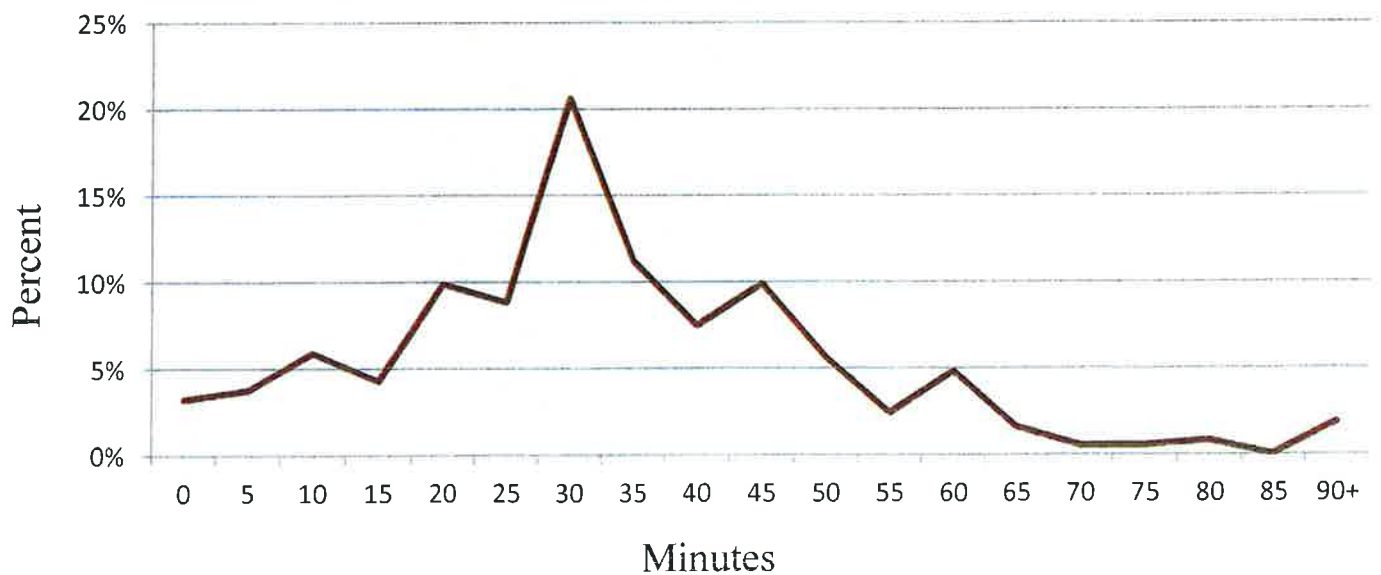
- White (93.84%)
- Black or African American (0.24%)
- Asian (0.24%)
- American Indian or Alaska Native (0.95%)
- Native Hawaiian and Other Pacific Islander (0.24%)
- Hispanic or Latino (3.08%)
- Other (1.42%)

Demographics

Percent of Renters & Homeowners

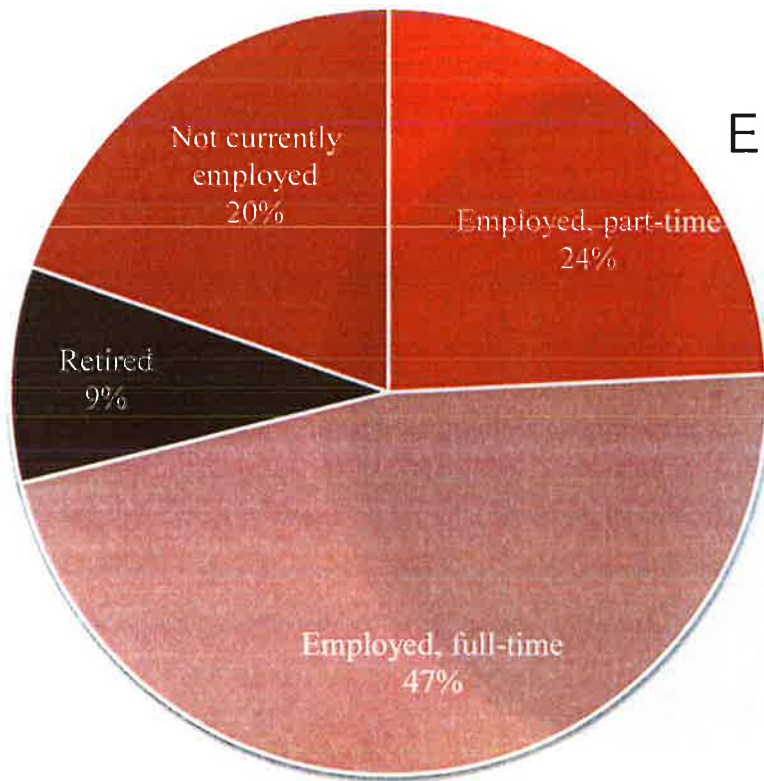


Daily Commute (one way)

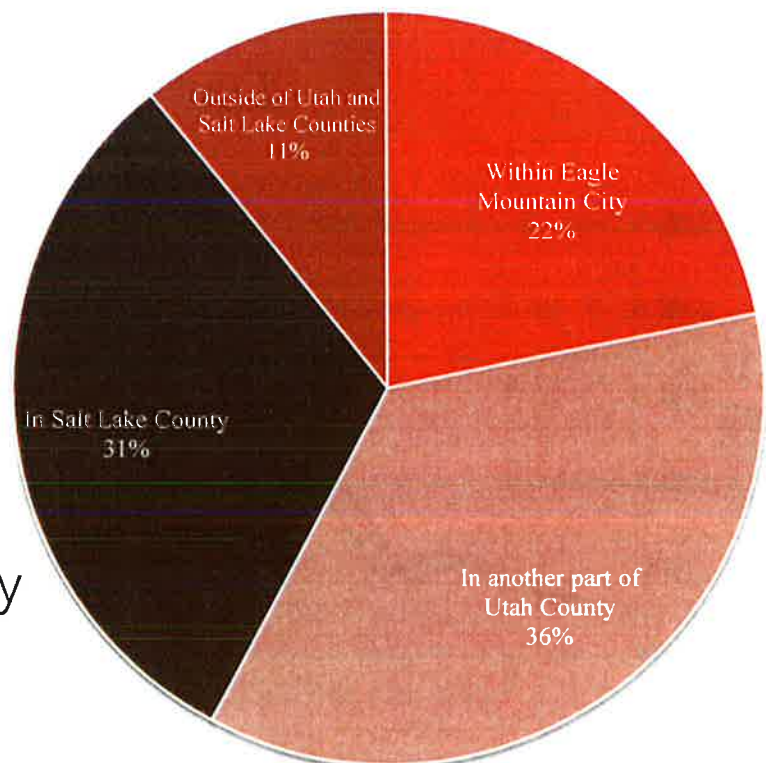




Employment Status



Work Location by County



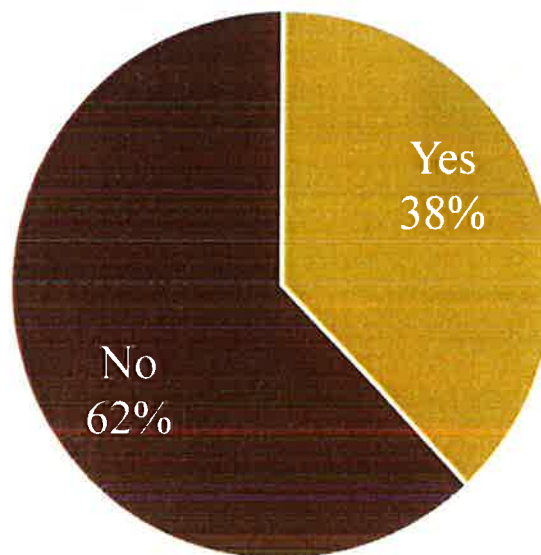
Citizen Survey

About the Citizen Survey

The Eagle Mountain Citizen Survey is an annual survey conducted by City administration to gauge public opinion and satisfaction on various aspects of City operations. The 2015 Citizen Survey was offered between July 14, 2015 and August 1, 2015, and it was initially sent by email (using emails from billing). We had hoped that the usage of email, which has not been done in the past, would reach a broader audience than social media. After a week, we did not receive enough responses, so we then posted the link on social media. Surveys conducted online have certain limitations associated with convenience sampling. In other words, some people within a population have a higher tendency than others to participate in online surveys. This creates a systematic self-selection bias, meaning that participation was voluntary and participants could opt-out of completing the survey at any time. We tried to alleviate this by initially distributing the survey by email, but as mentioned above this method did not produce enough responses. After distributing the survey in other ways, we feel that the sample is large enough to reflect our population.

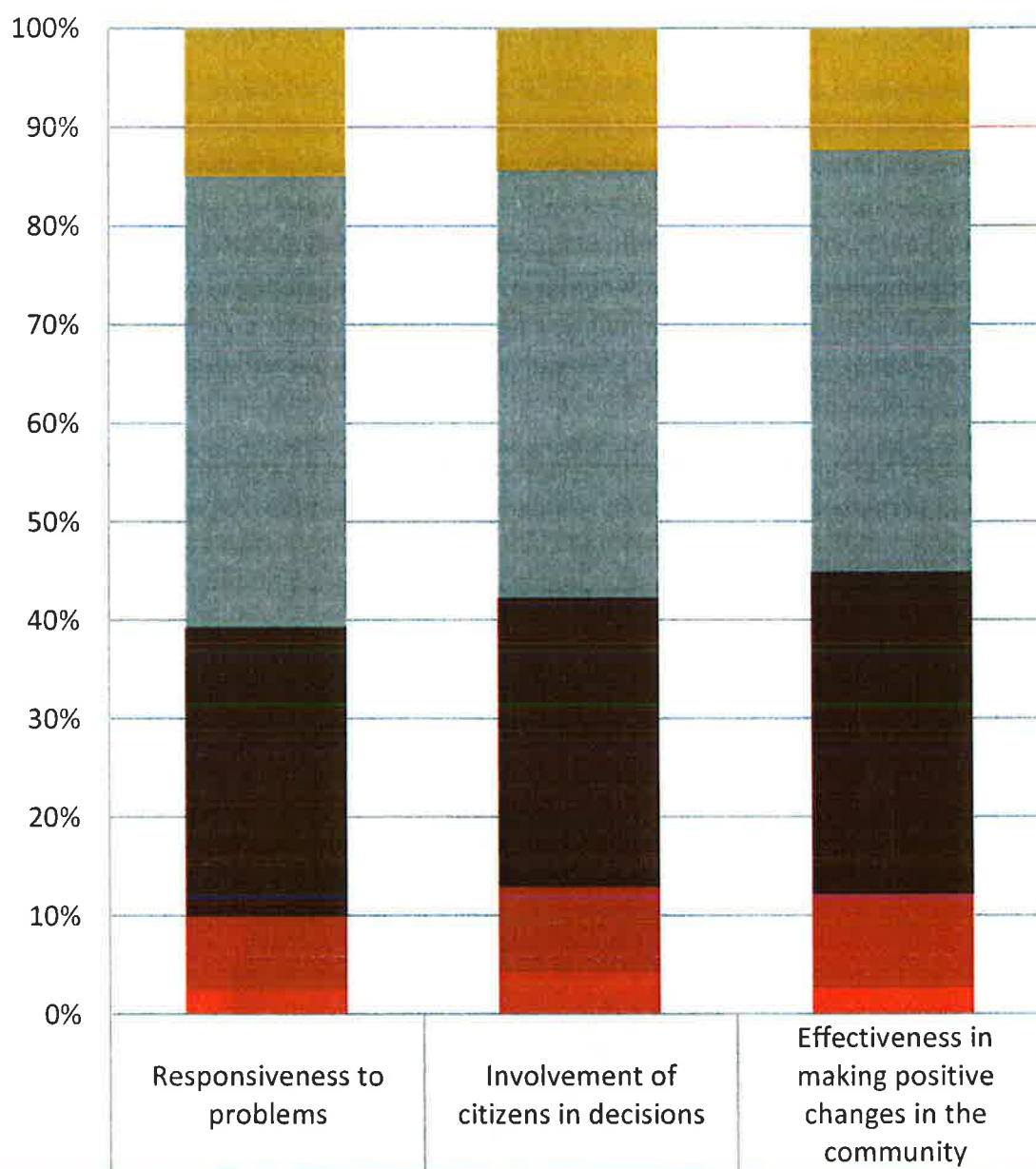
In total there were 435 completed responses which is an increase in 59 respondents since last year's survey. The survey had 42 required questions, along with supplemental and optional questions, and took roughly 10-15 minutes to complete. Individuals were prevented from taking the survey more than once. All responses were anonymous and reported in group form only. The following provides a briefing of the survey responses.

Did you complete the survey last year?





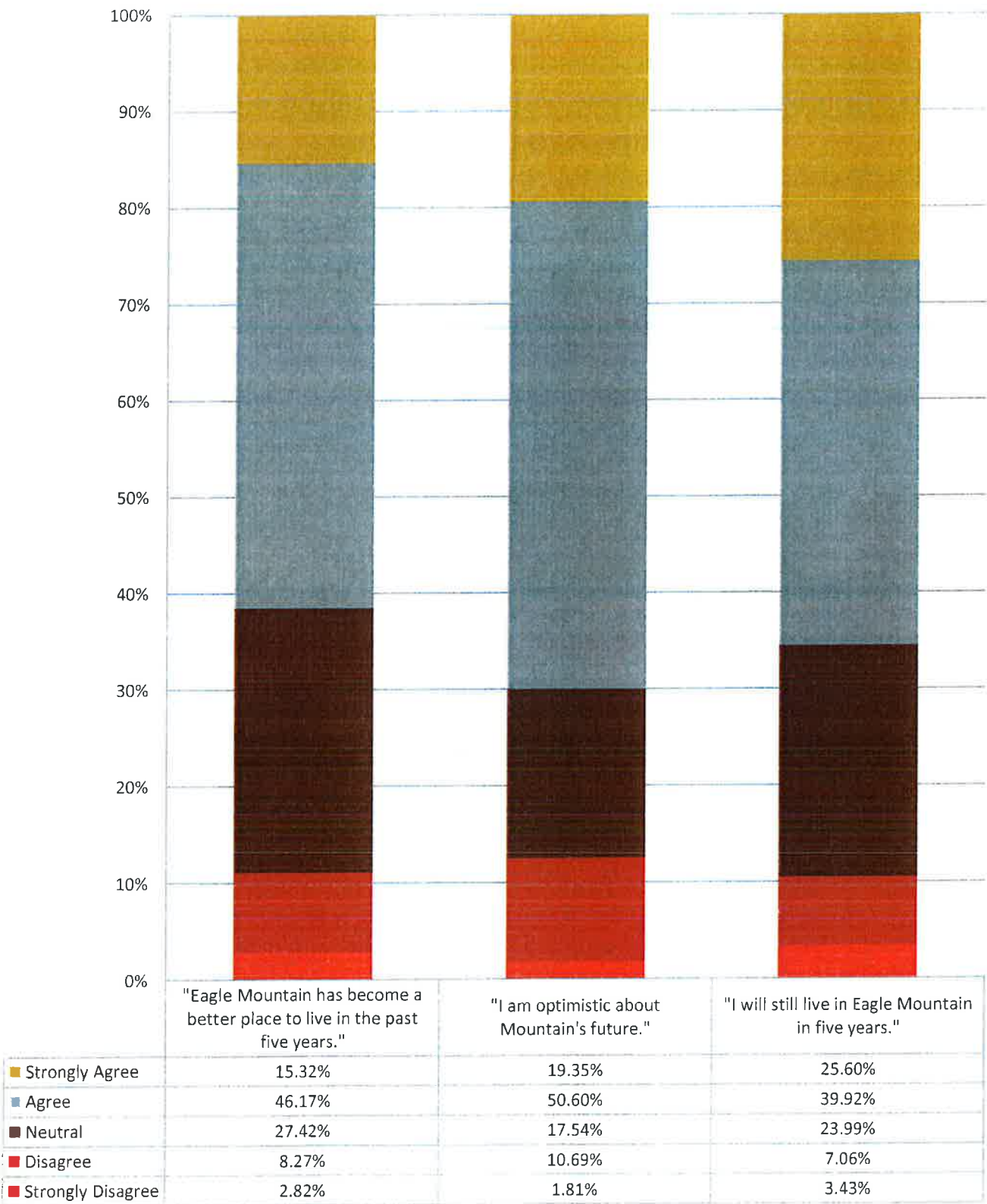
Please rate your satisfaction level with the following aspects of the Eagle Mountain City government:



Very Satisfied	14.92%	14.31%	12.30%
Satisfied	45.77%	43.35%	42.74%
Neutral	29.44%	29.44%	32.86%
Dissatisfied	7.46%	8.67%	9.48%
Very Dissatisfied	2.42%	4.23%	2.62%

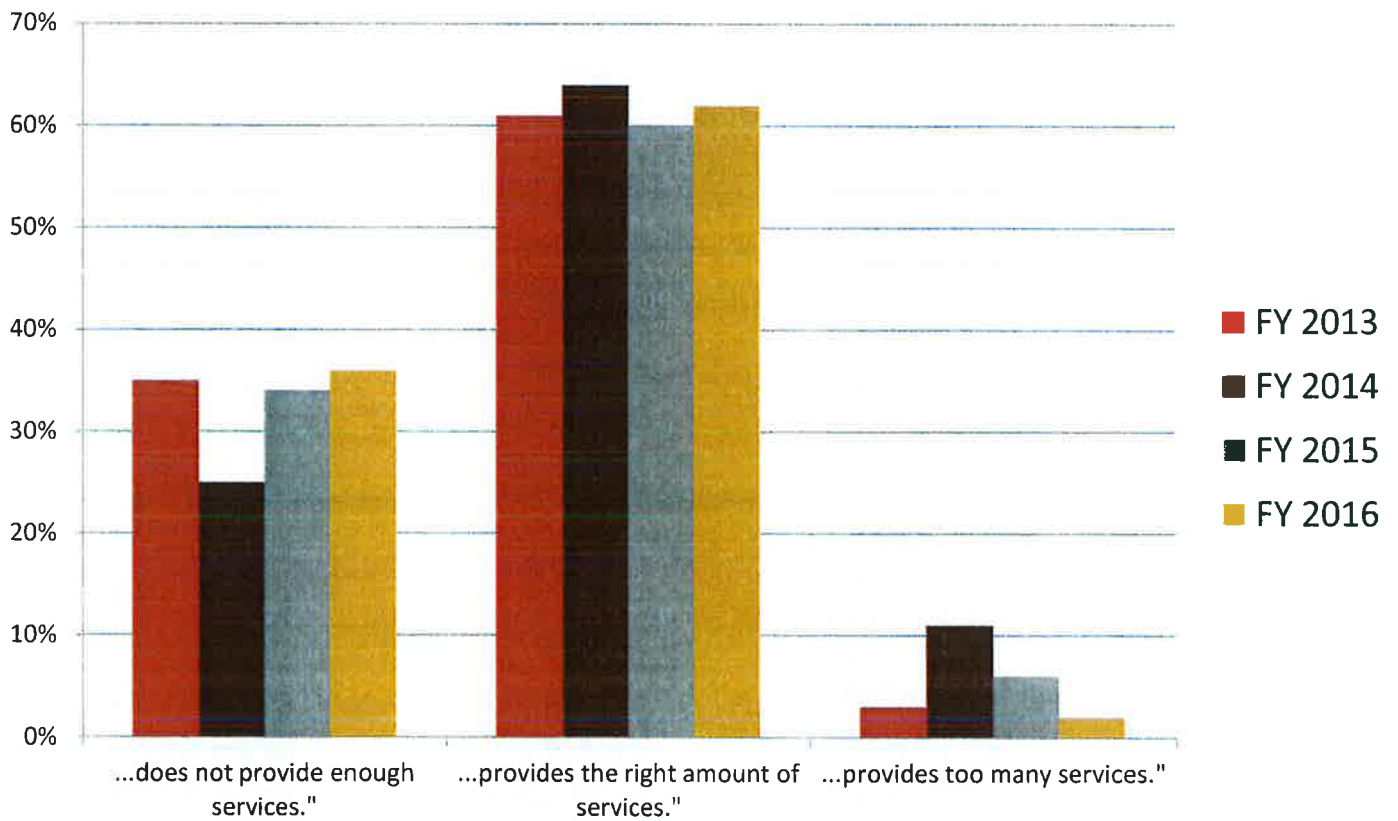
Citizen Survey Results

Please rate how much you agree with the following statements:



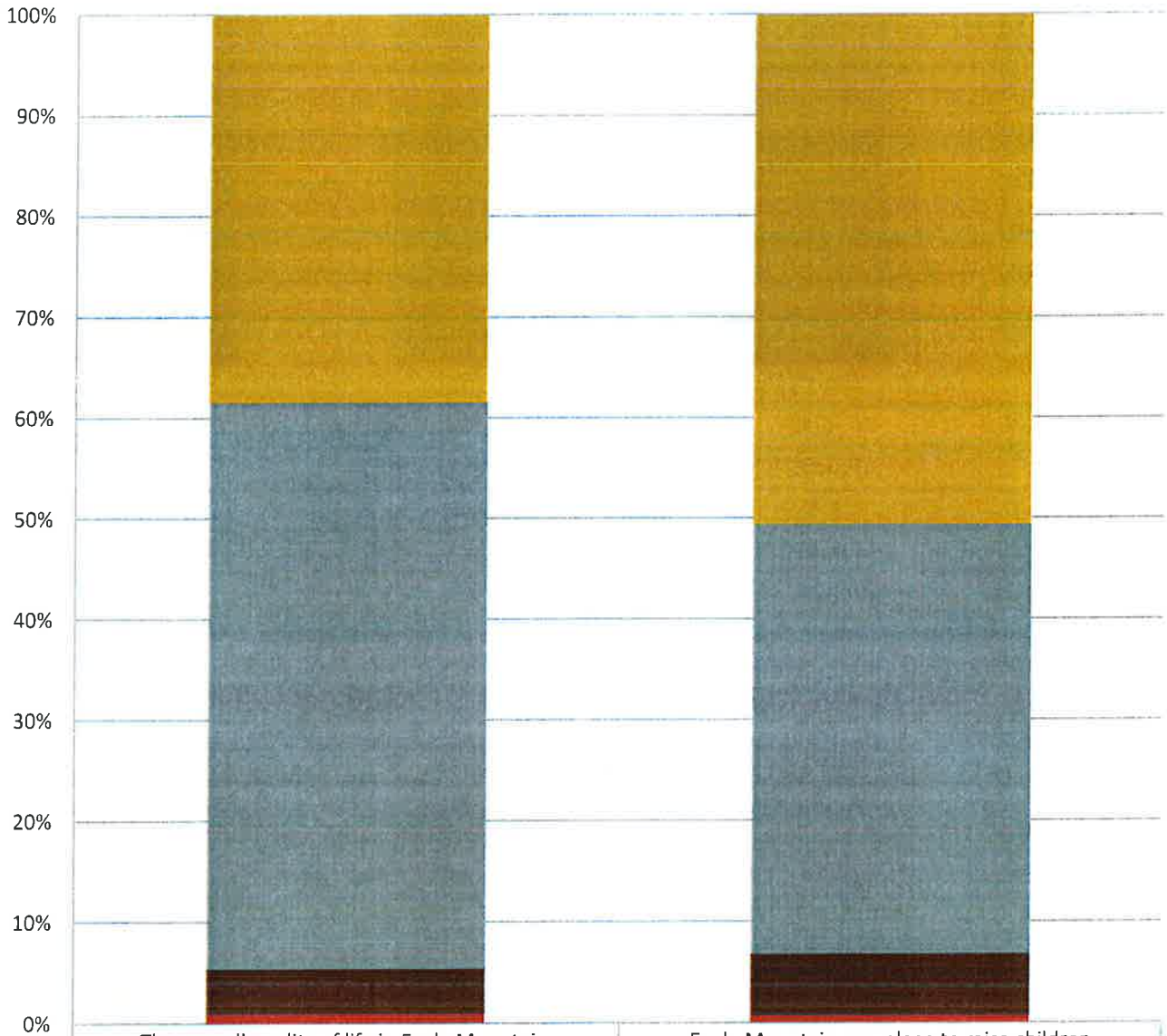


Please complete the following statement about the amount of services provided by the City:



Citizen Survey Results

Please rate each of the following aspects of quality of life in Eagle Mountain:

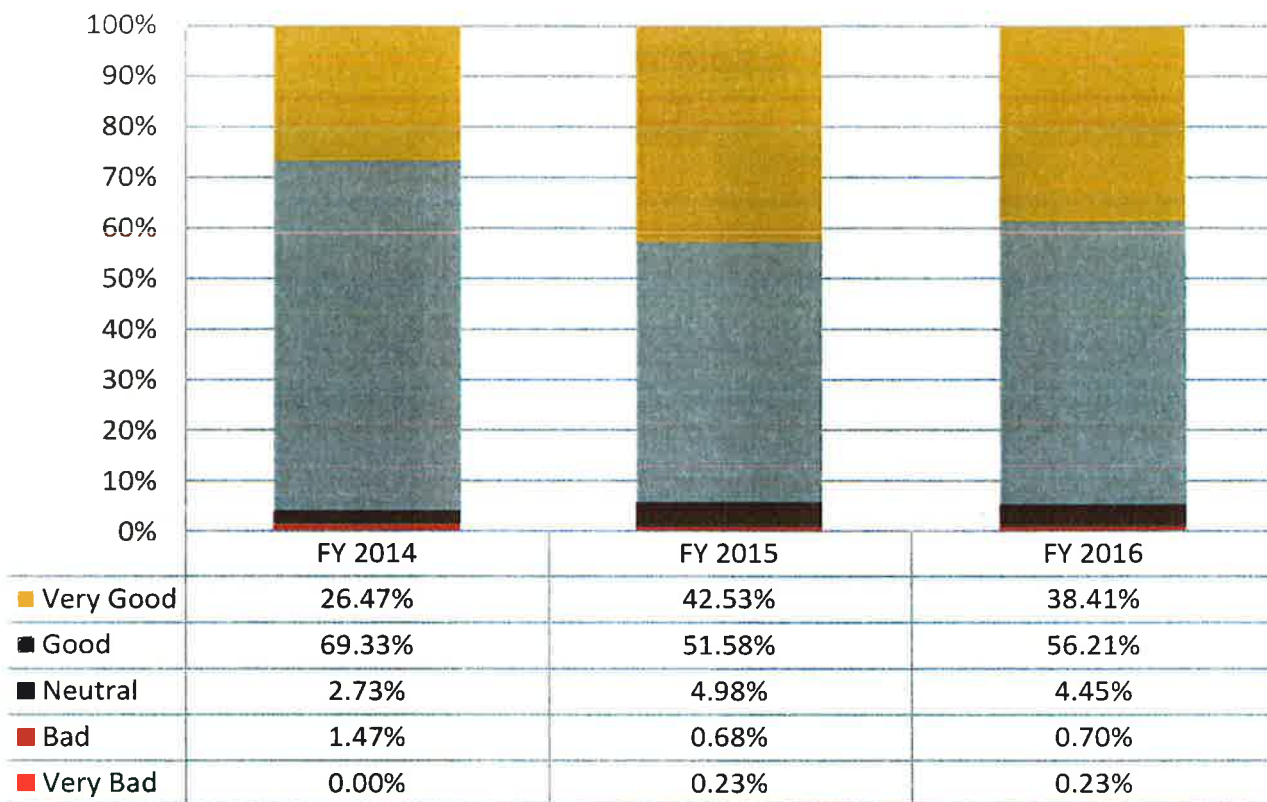


	The overall quality of life in Eagle Mountain	Eagle Mountain as a place to raise children
Very Good	38.41%	50.59%
Good	56.21%	42.62%
Neutral	4.45%	6.09%
Bad	0.70%	0.47%
Very Bad	0.23%	0.23%

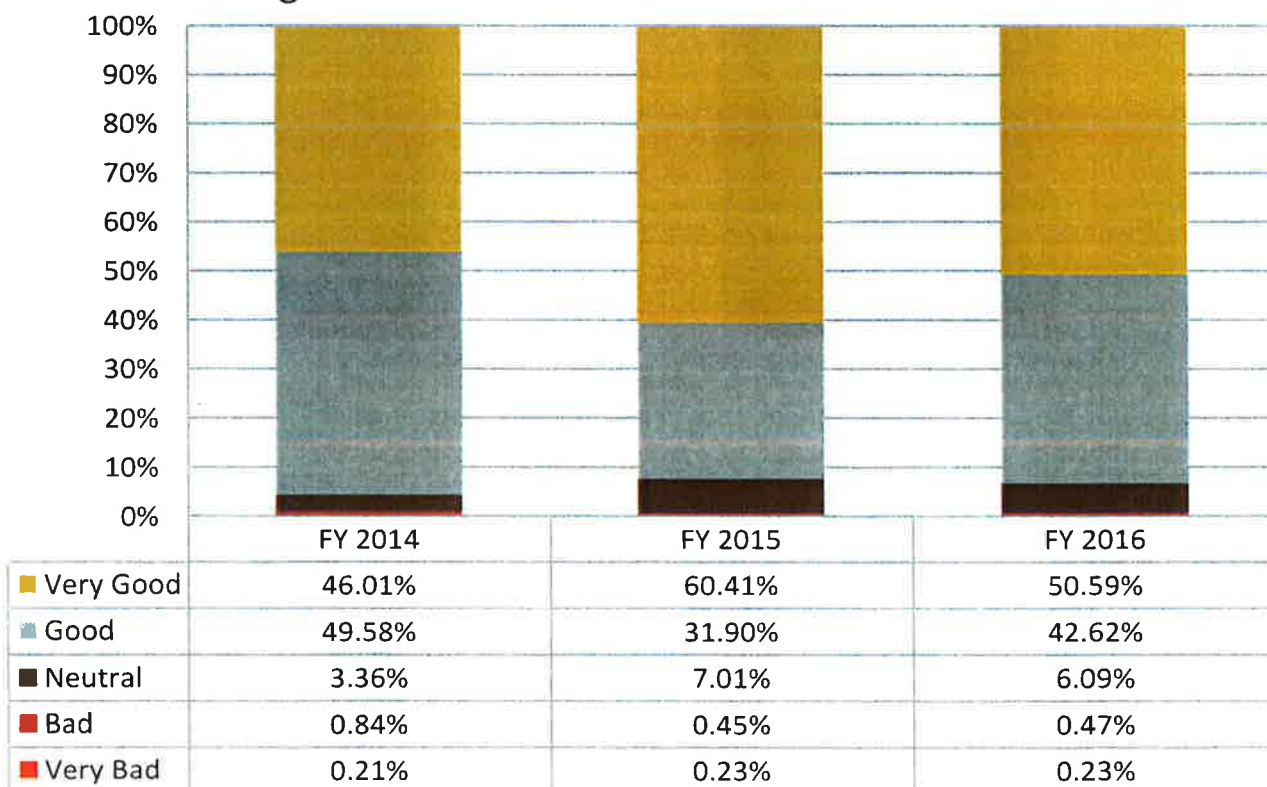
*For the FY 2014-FY 216 comparison on the following page, we had to make adjustments based on the scale. This year and last year, these two questions were asked on a 5-point scale from Very Good to Very Bad, but in FY 2014, a 7-point scale was used. We recategorized the options into 5 categories in order to show trends This is how we regrouped: Very Bad, Bad + Poor, Neutral, Fair + Good, Very Good.



Quality of Life in Eagle Mountain

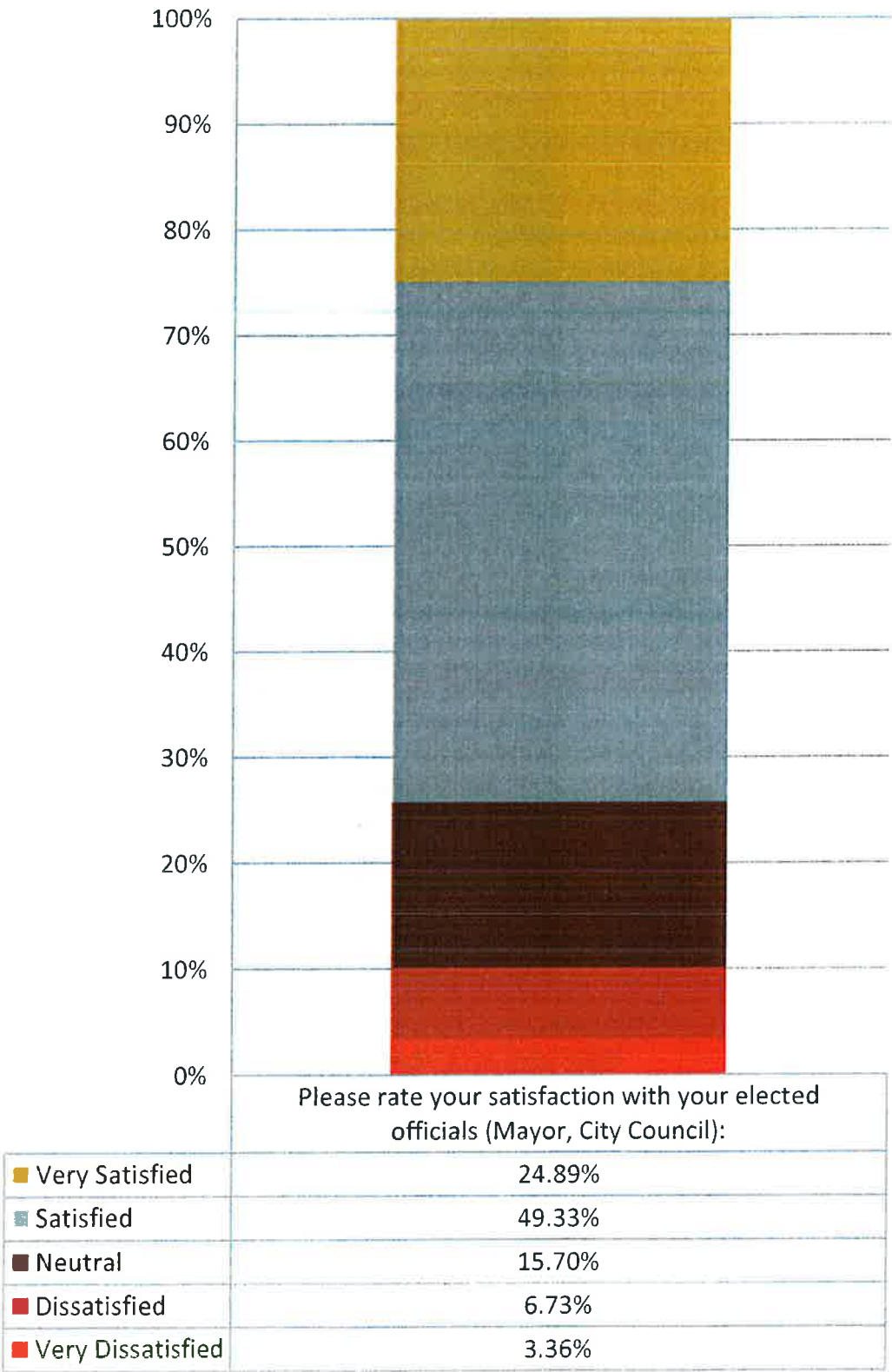


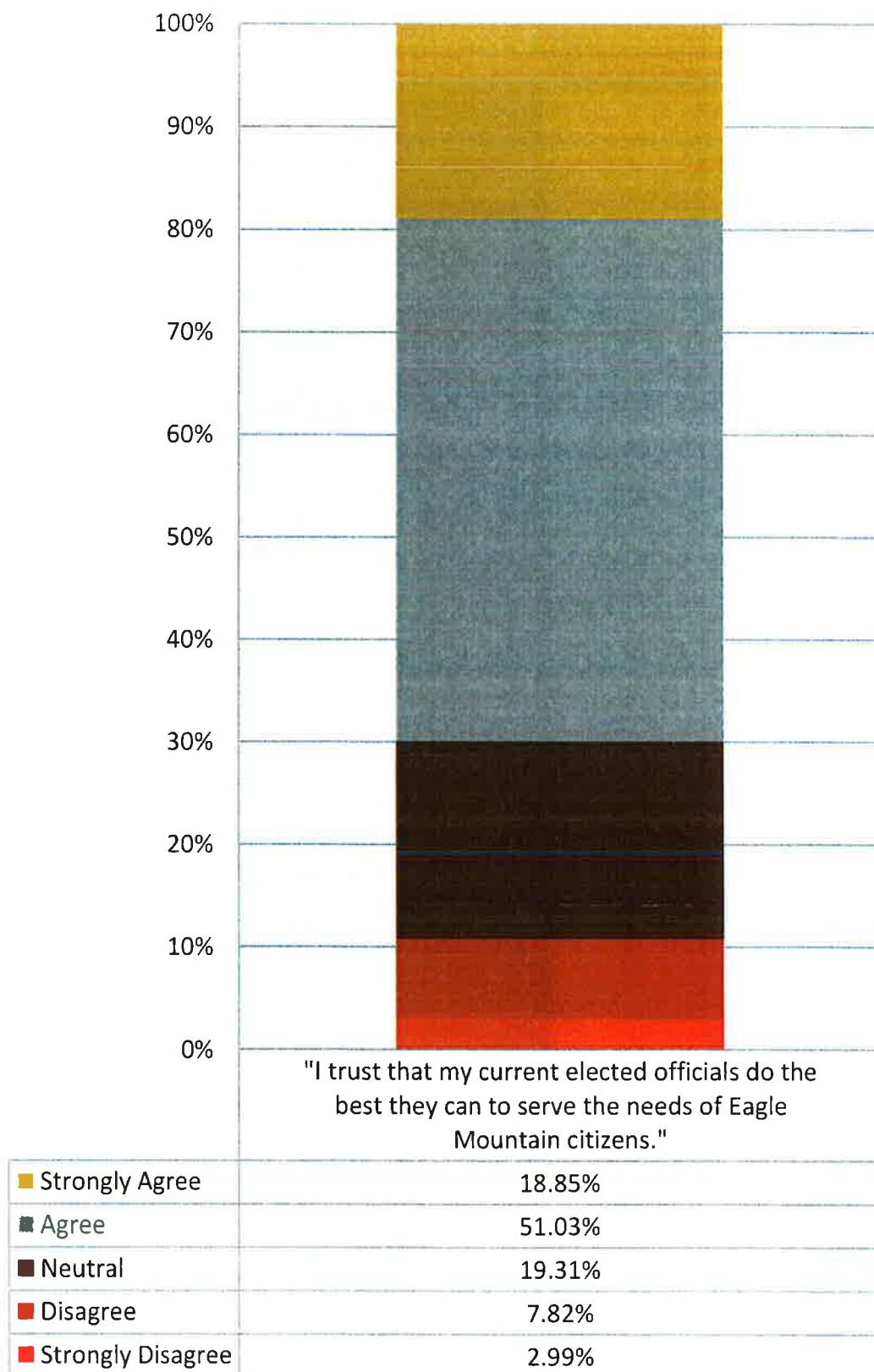
Eagle Mountain as a Place to Raise Children



Citizen Survey Results

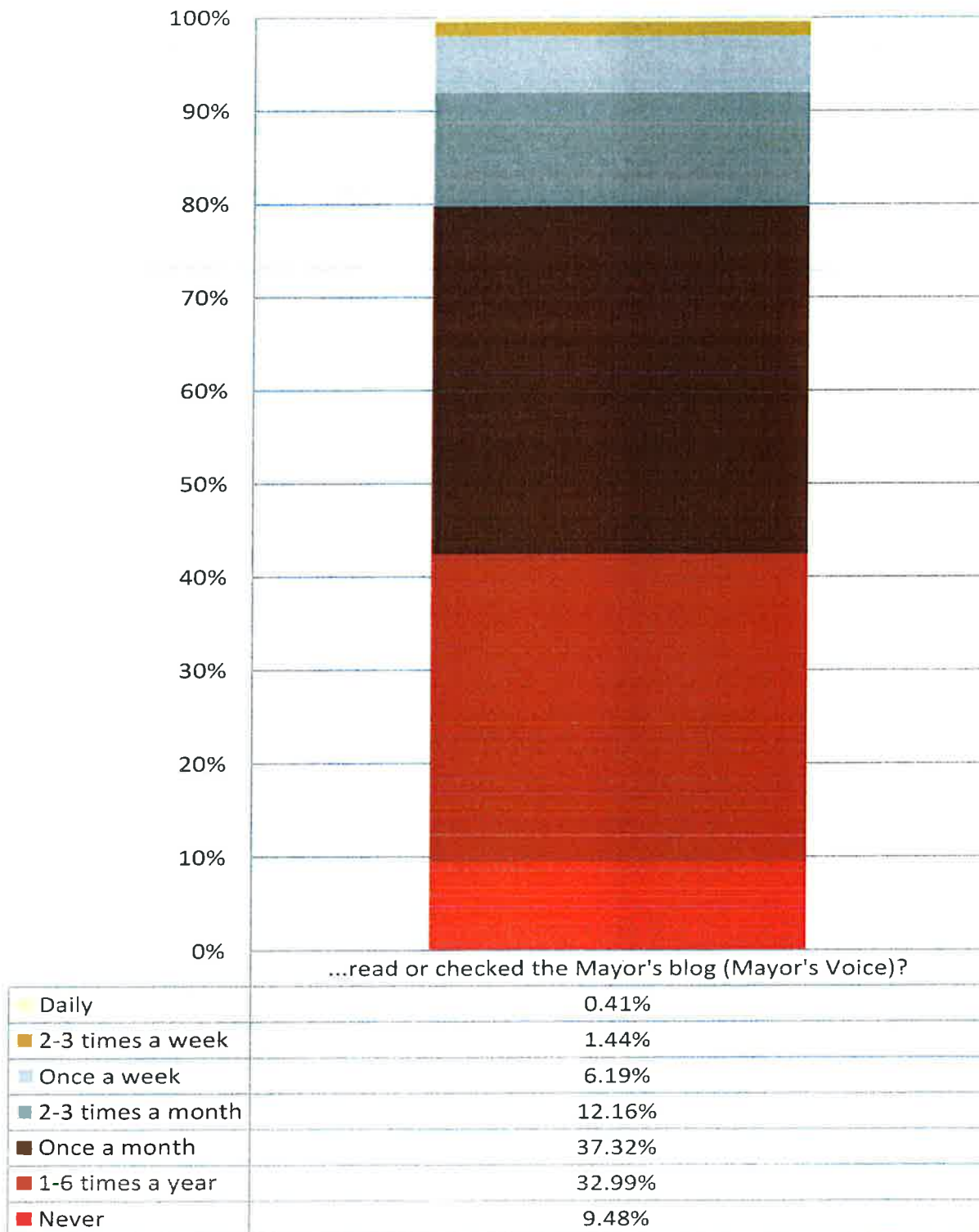
Elected Officials

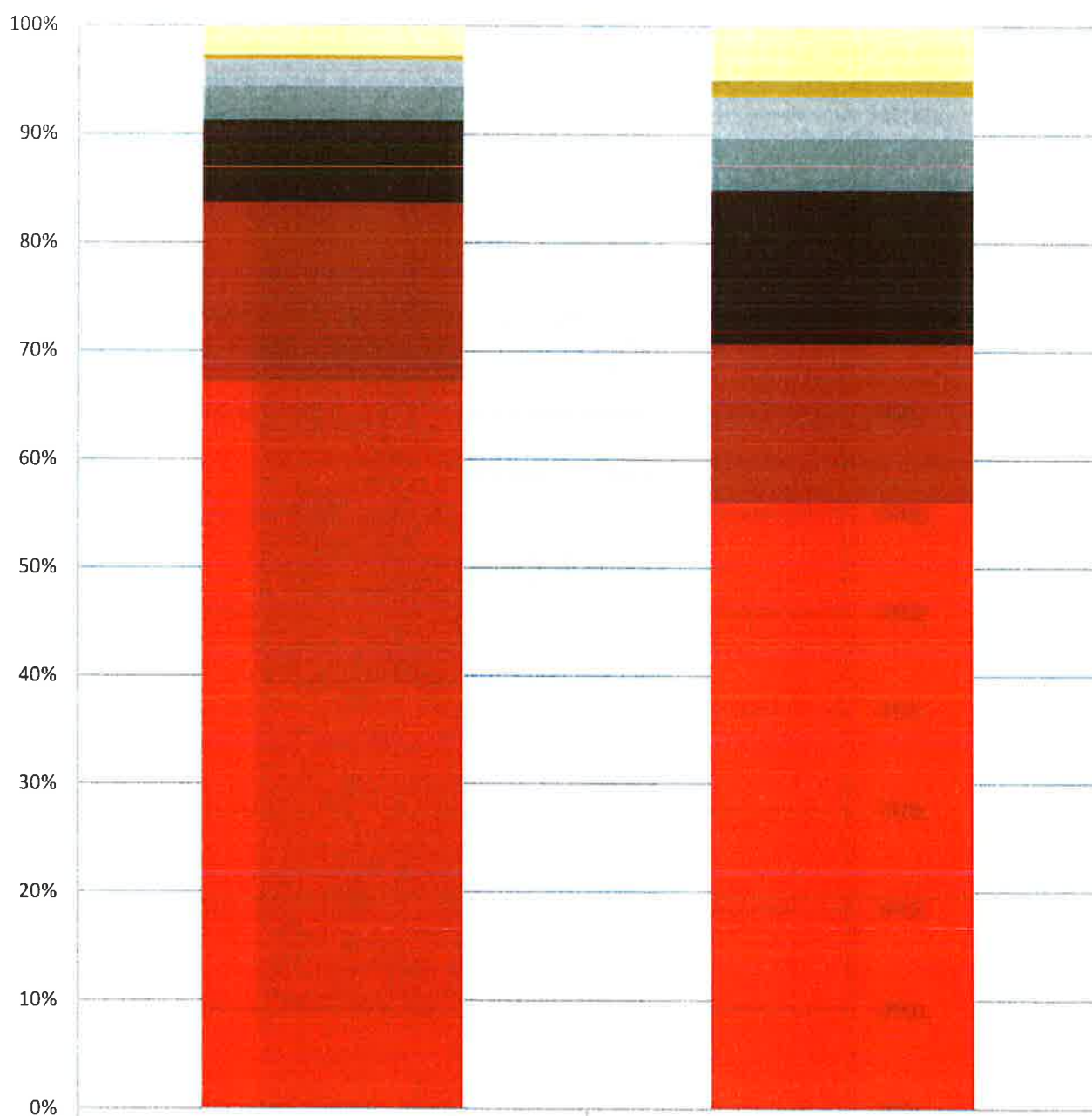




Citizen Survey Results

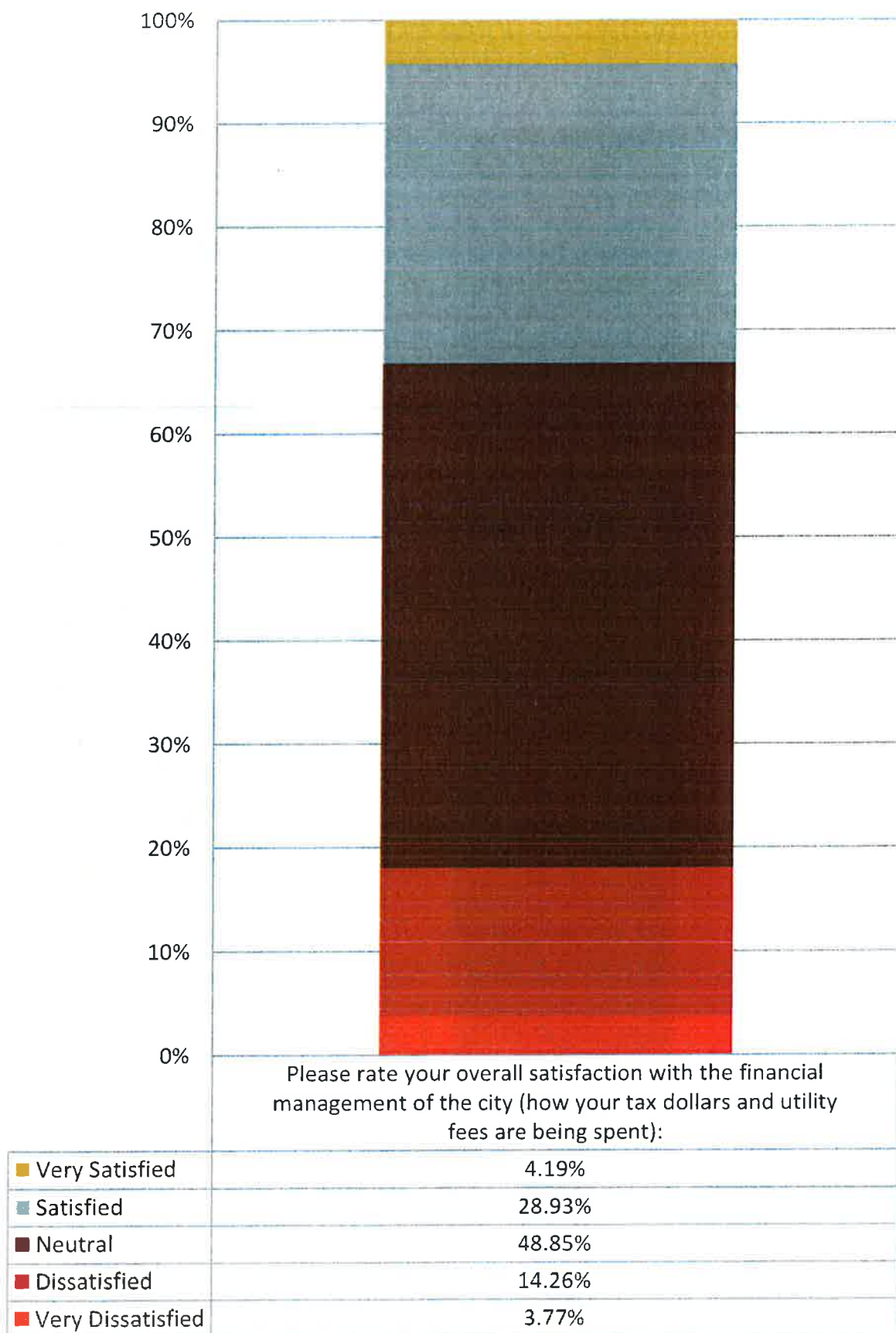
In the last 12 months, about how many times (if ever) have you or other household members...





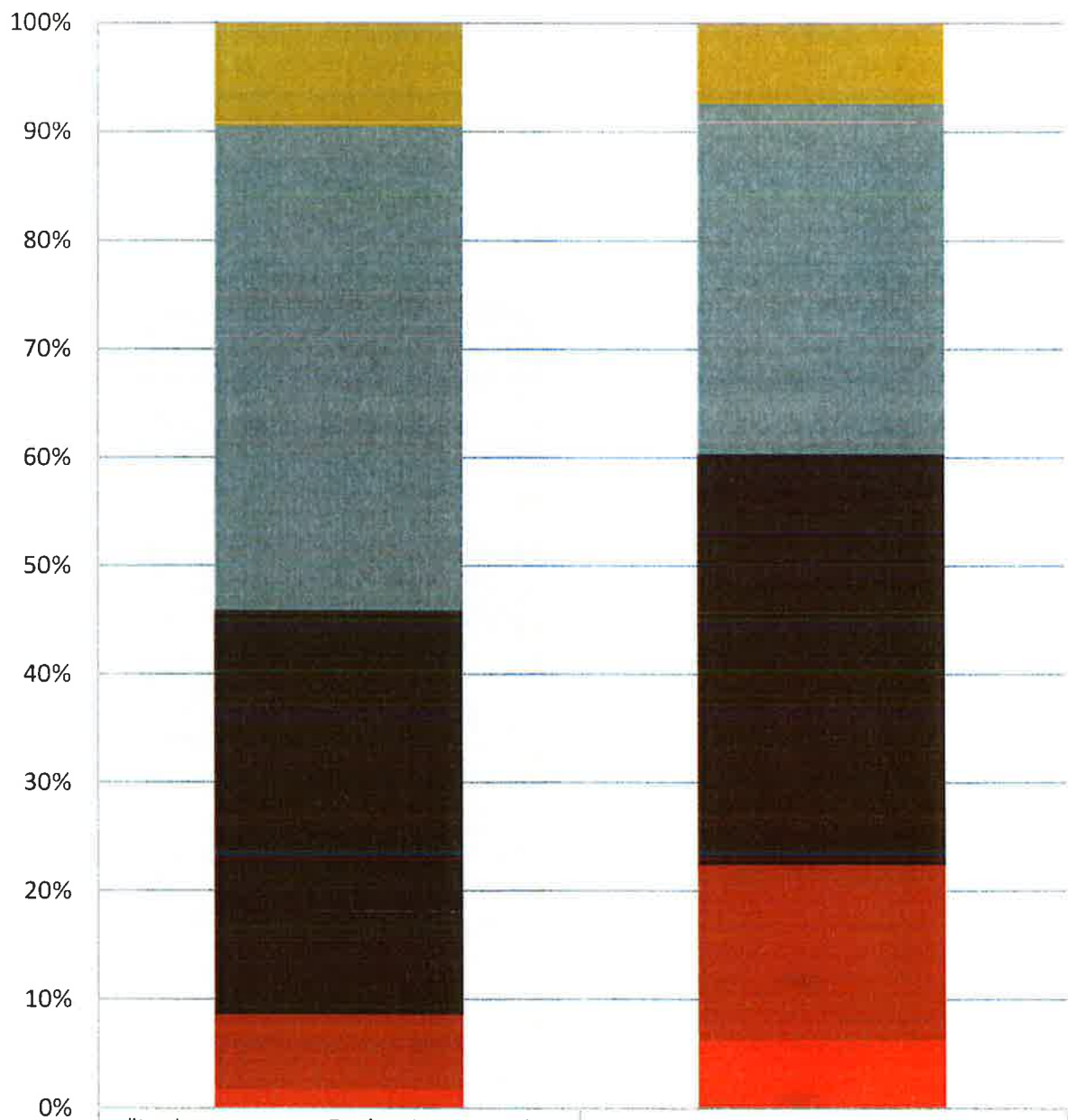
	...attended a City Council meeting?	...watched videos or listened to recordings of City Council meetings?
6 or more times	2.68%	4.95%
5 times	0.41%	1.44%
4 times	2.47%	3.92%
3 times	3.09%	4.74%
2 times	7.63%	14.23%
1 time	16.49%	14.64%
Never	67.22%	56.08%

Citizen Survey Results





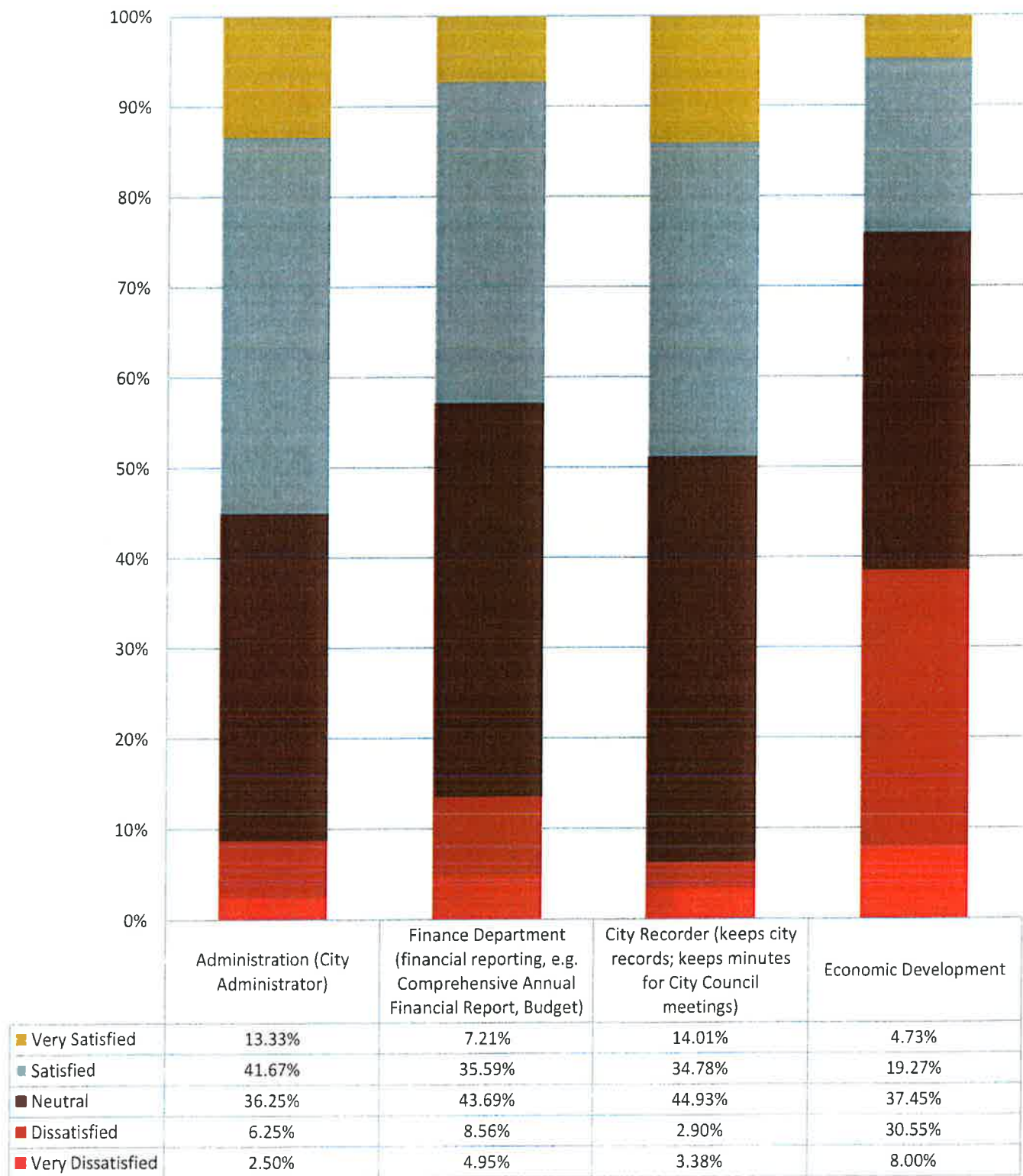
Please rate how much you agree or disagree with the following statements:

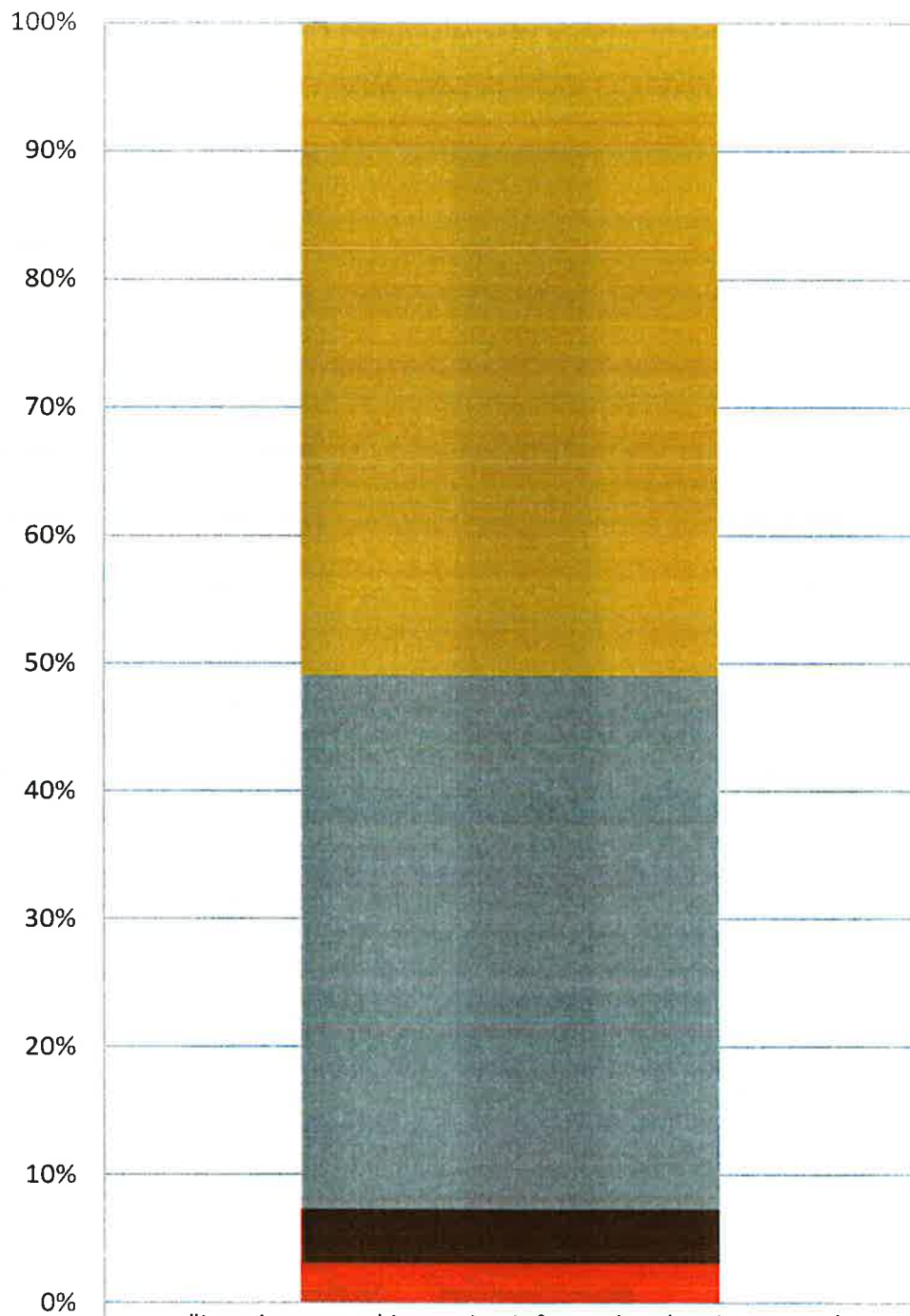


	"In the past year, Eagle Mountain City administration has done a good job of managing city affairs."	"I receive good value for the Eagle Mountain City taxes I pay."
Strongly Agree	9.43%	7.34%
Agree	44.65%	32.29%
Neutral	37.32%	37.95%
Disagree	6.92%	16.14%
Strongly Disagree	1.68%	6.29%

Citizen Survey Results

Please rate your satisfaction level with the quality of each of the following administrative entities:





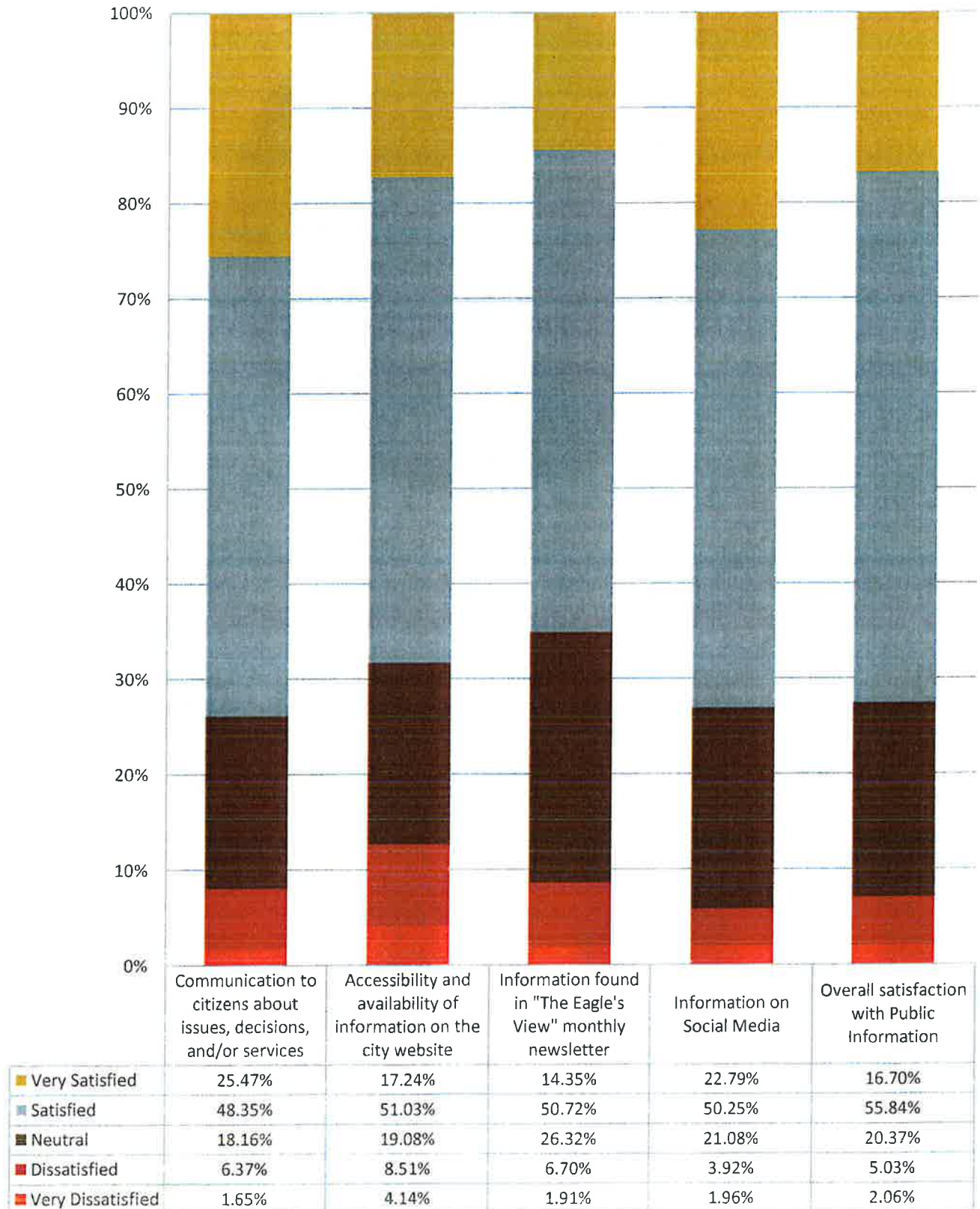
"I am interested in staying informed on key issues and decisions the City is working on."

Strongly Agree	50.89%
Agree	41.78%
Neutral	4.22%
Disagree	0.22%
Strongly Disagree	2.89%

Citizen Survey Results

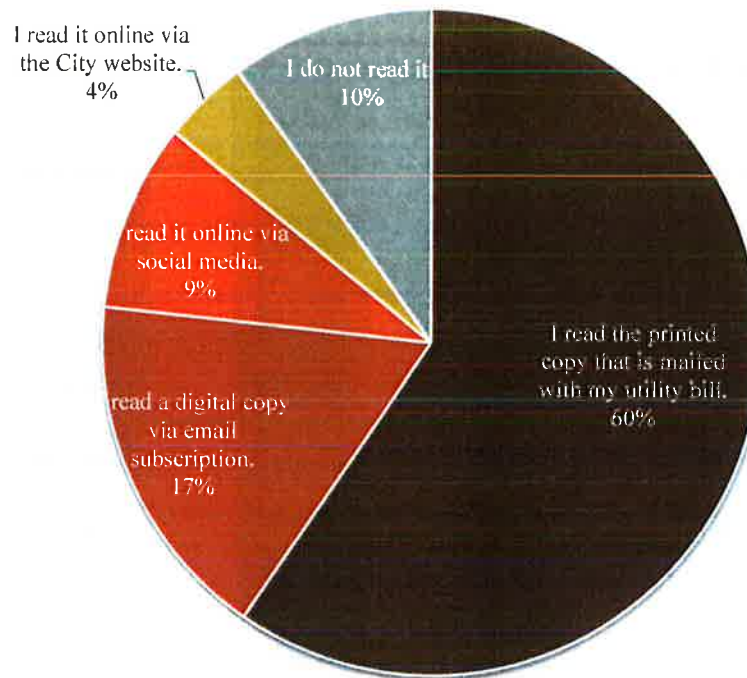
Public Information

Please rate your satisfaction level with the following services:

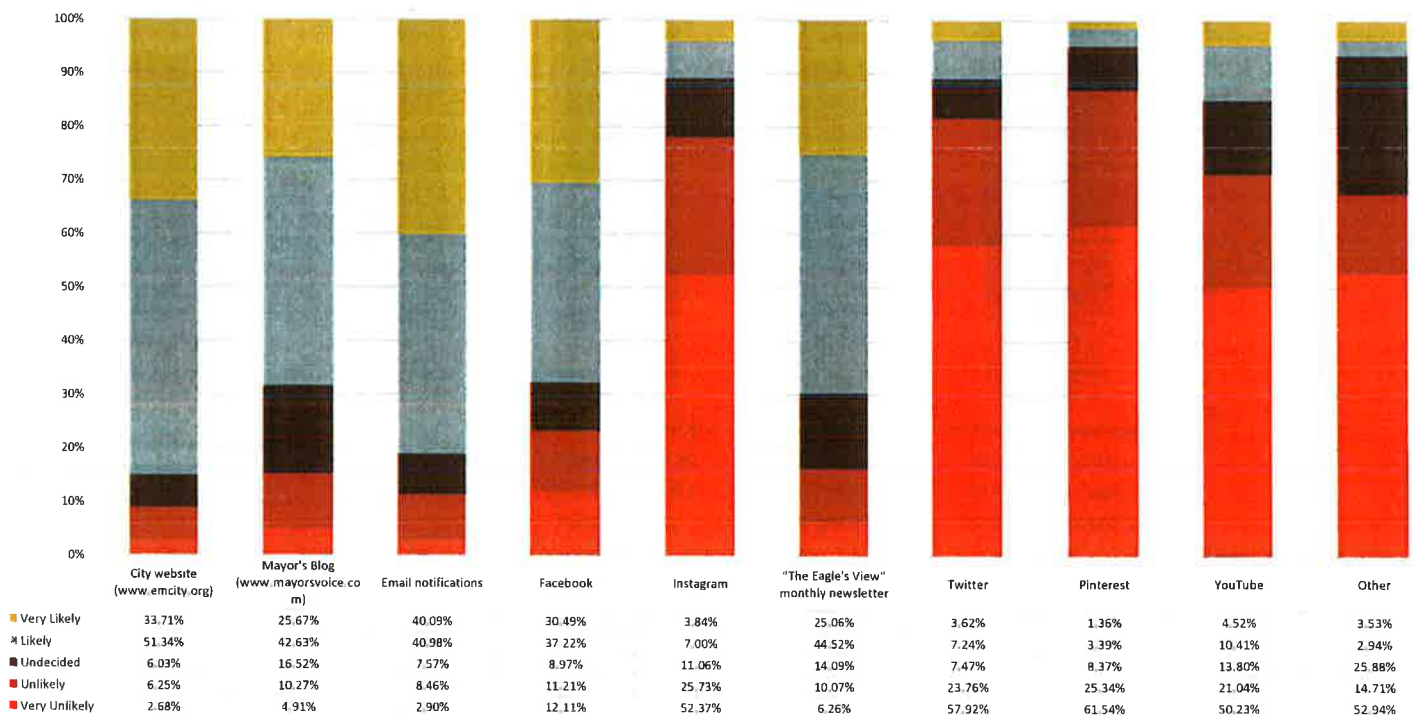




Please indicate your experience with the City newsletter, **The Eagle's View**:



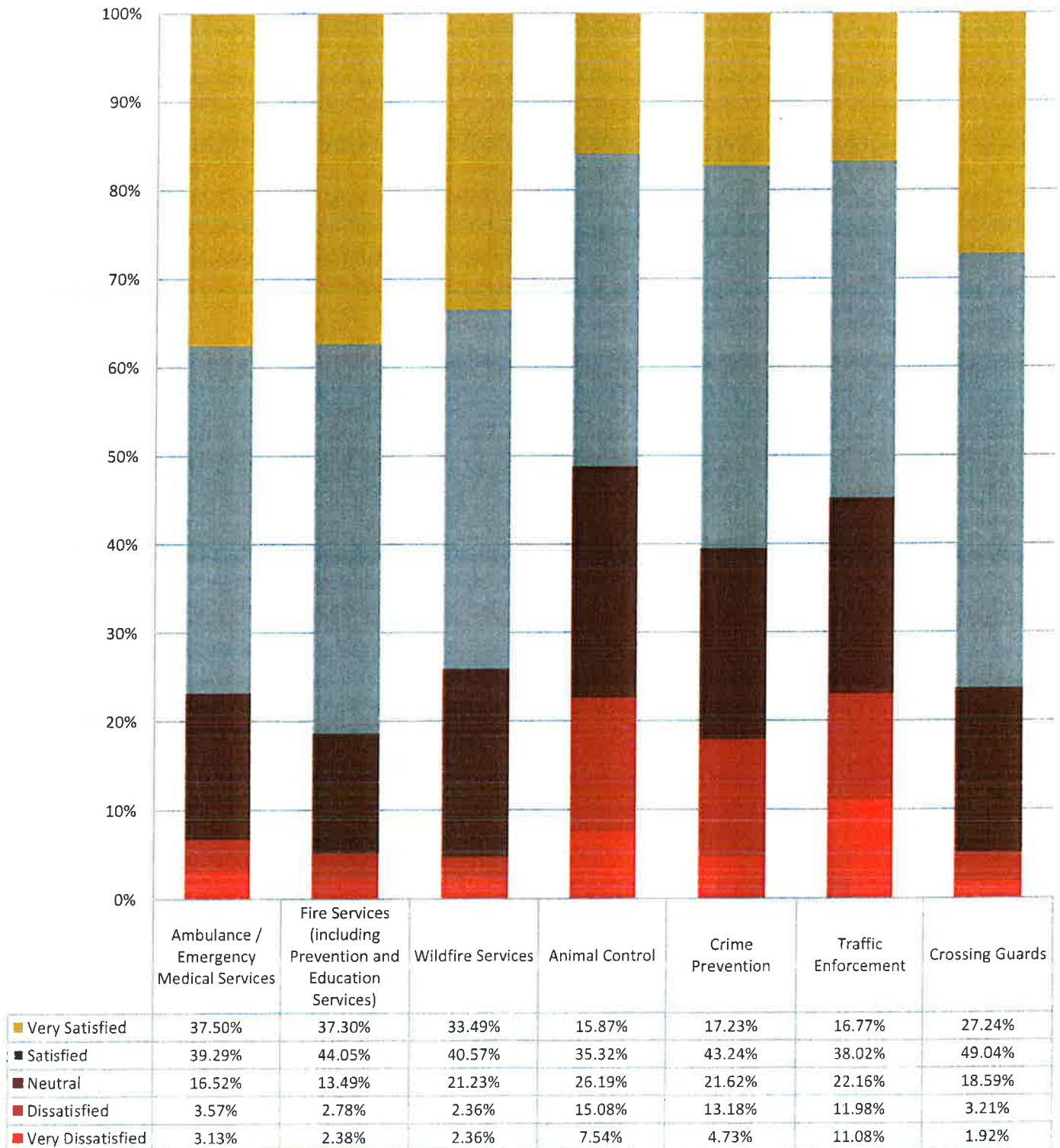
Please rate how likely or unlikely you are to use the following sources for information about Eagle Mountain:*



Citizen Survey Results

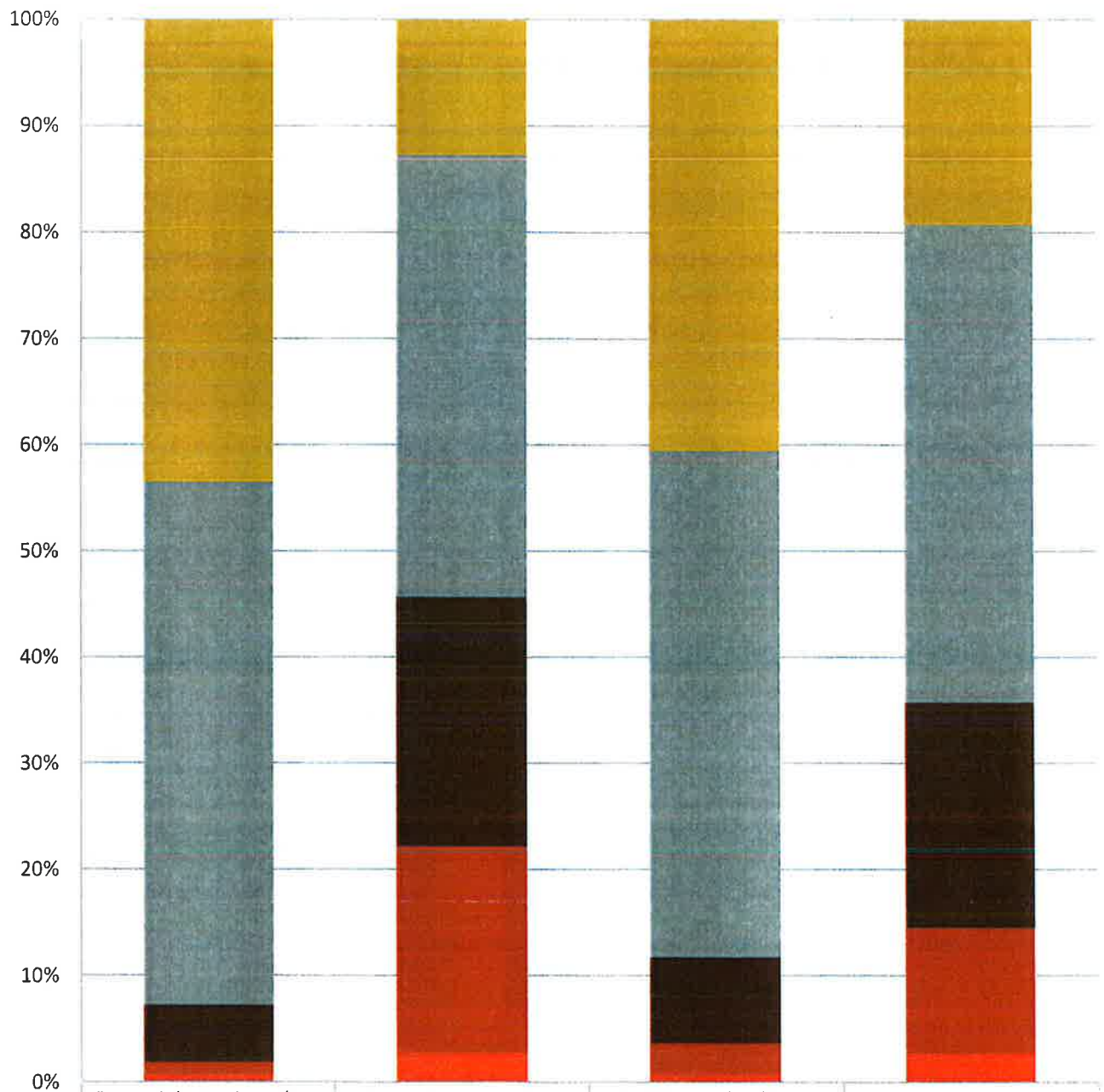
Public Safety

Please rate your satisfaction level with the following services related to Public Safety:





Please rate how safe you feel in Eagle Mountain:

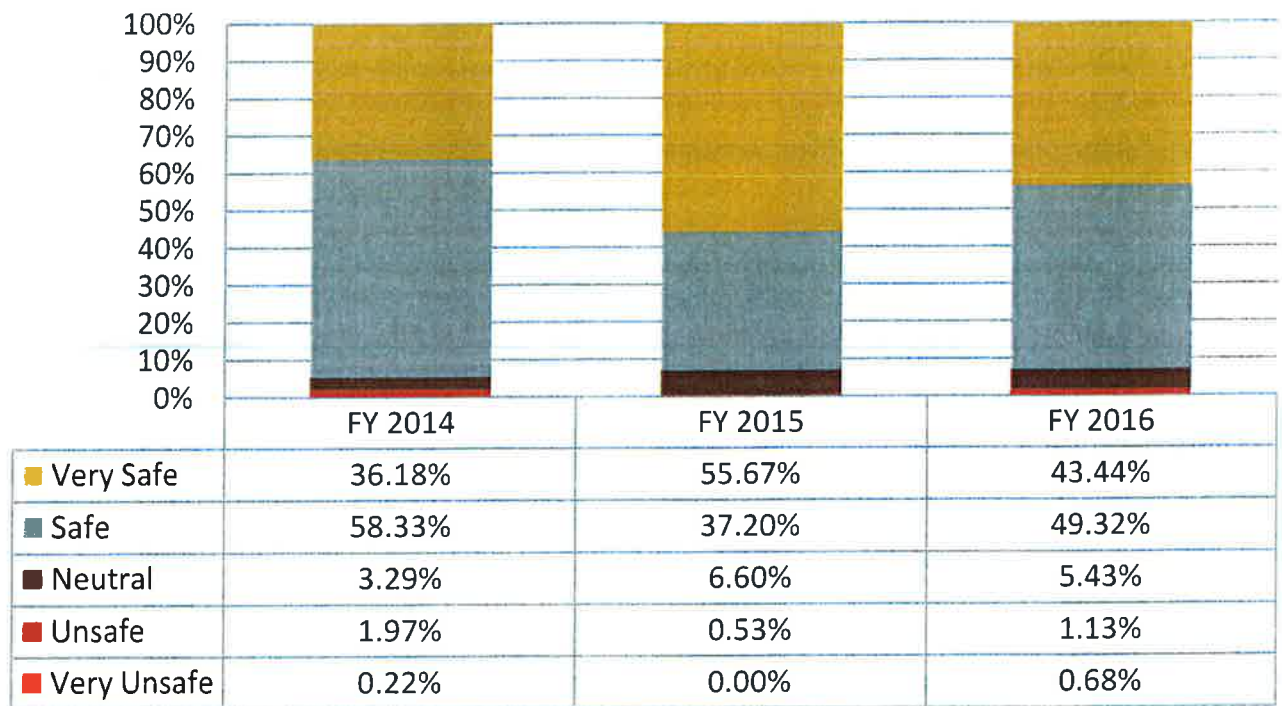


	From violent crimes (e.g. rape, assault, robbery)	From property crimes (e.g. burglary, theft)	During the day (8am-7pm)	After dark (7pm-8am)
Very Safe	43.44%	12.67%	40.50%	19.23%
Safe	49.32%	41.63%	47.74%	45.02%
Neutral	5.43%	23.53%	8.14%	21.27%
Unsafe	1.13%	19.46%	2.94%	11.76%
Very Unsafe	0.68%	2.71%	0.68%	2.71%

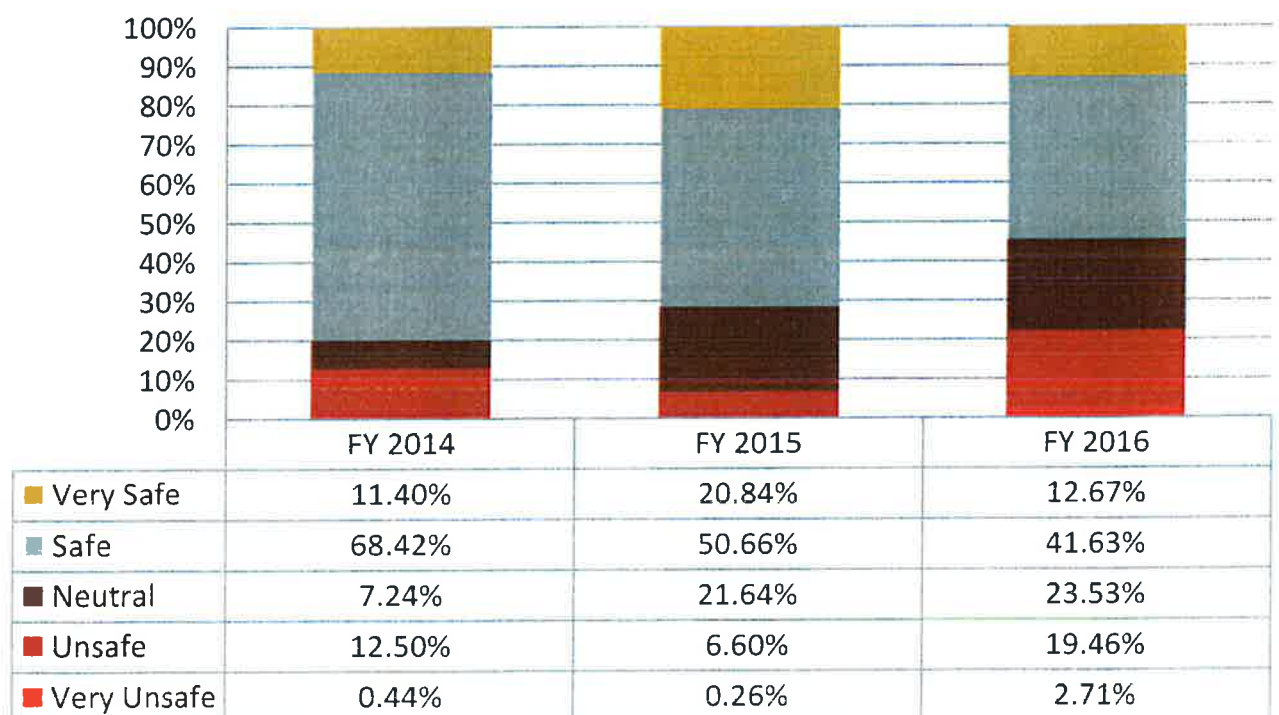
Citizen Survey Results

Safety Over the Years | Please rate how safe you feel in Eagle Mountain:

From violent crimes (e.g. rape, assault, robbery)

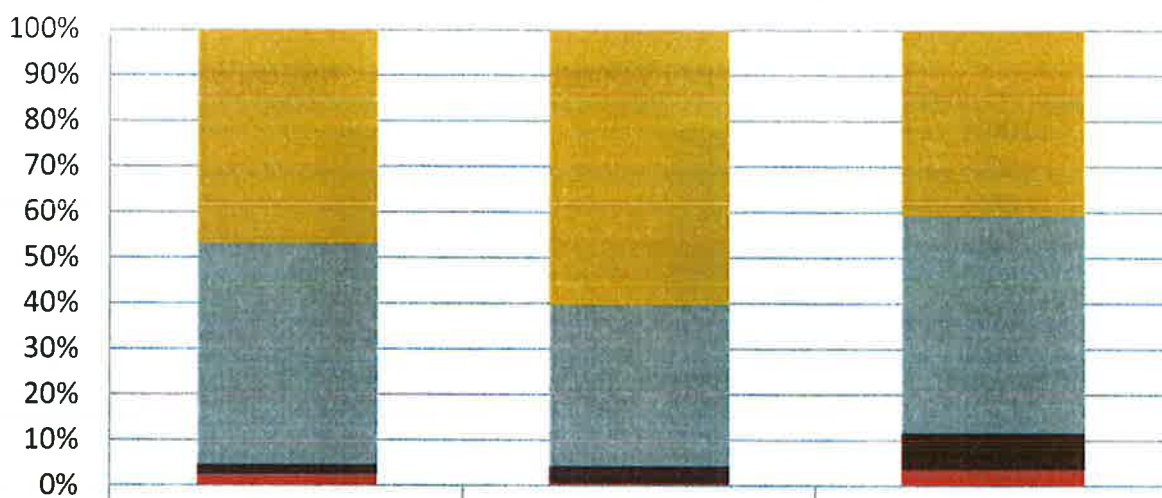


From property crimes (e.g. burglary, theft)



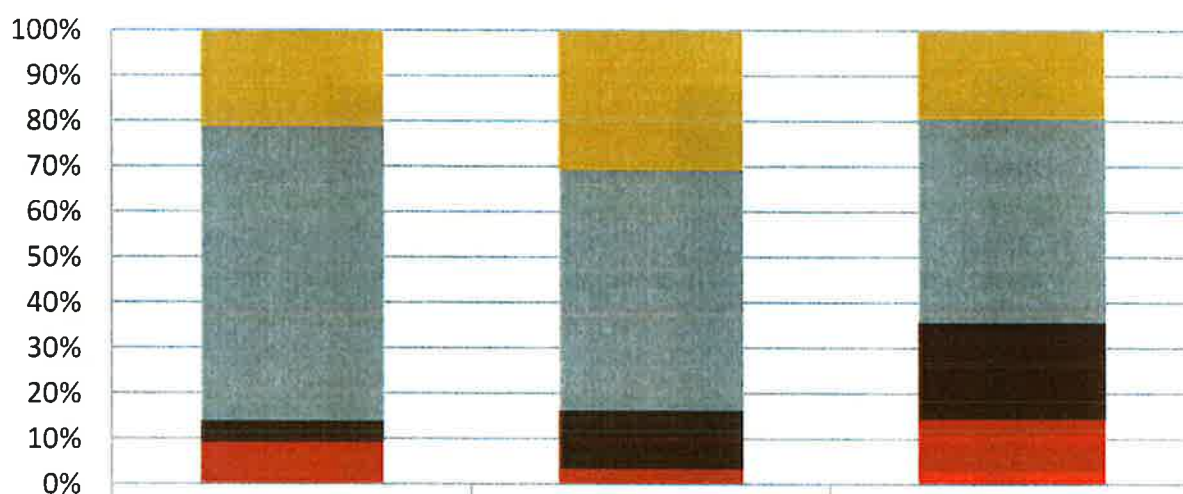


During the Day (8am-7pm)



	FY 2014	FY 2015	FY 2016
Very Safe	46.71%	60.05%	40.50%
Safe	48.47%	35.45%	47.74%
Neutral	2.41%	3.97%	8.14%
Unsafe	1.97%	0.53%	2.94%
Very Unsafe	0.44%	0.00%	0.68%

After Dark (7pm-8am)

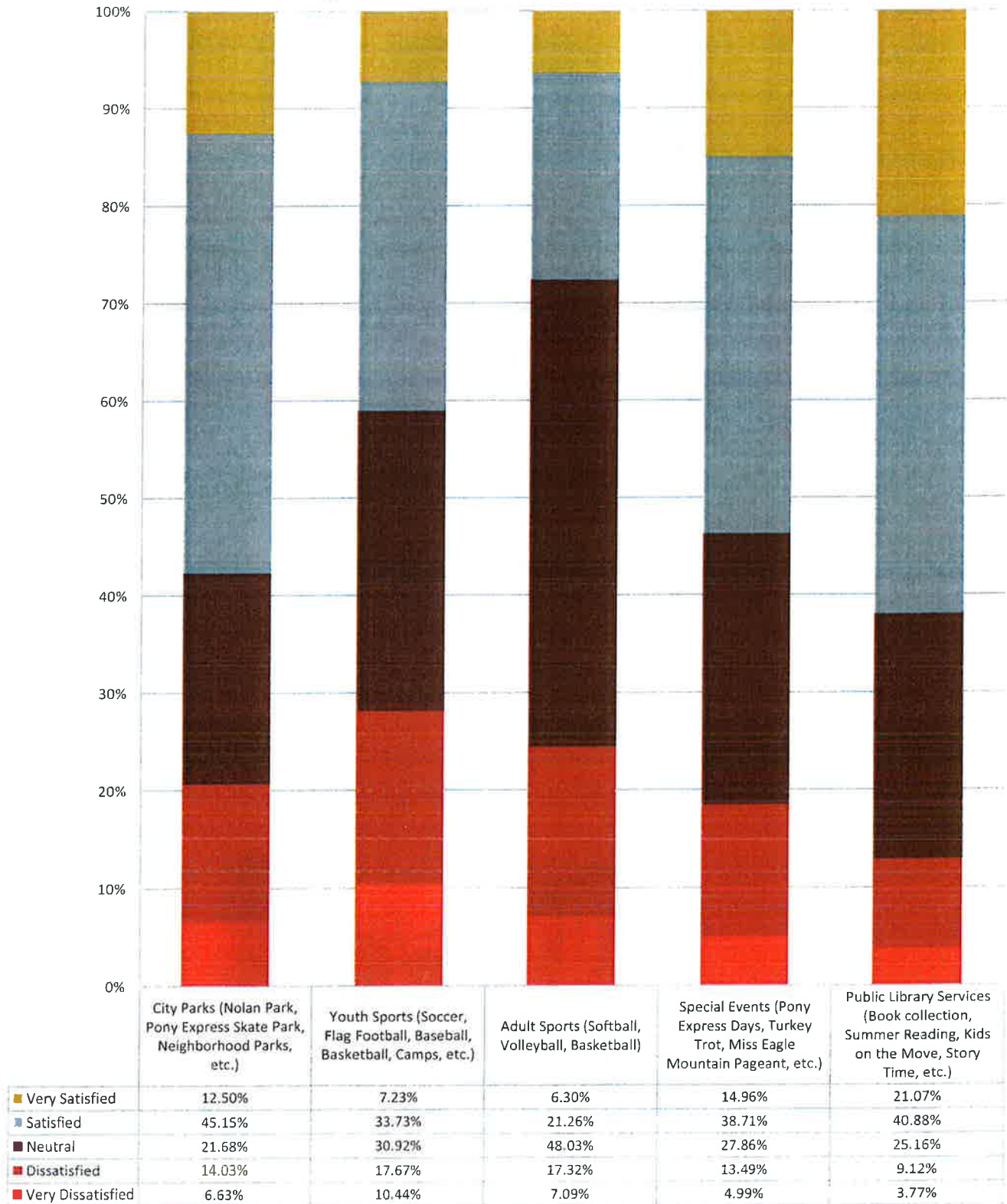


	FY 2014	FY 2015	FY 2016
Very Safe	21.05%	30.61%	19.23%
Safe	64.92%	53.03%	45.02%
Neutral	4.82%	12.93%	21.27%
Unsafe	8.55%	3.43%	11.76%
Very Unsafe	0.66%	0.00%	2.71%

Citizen Survey Results

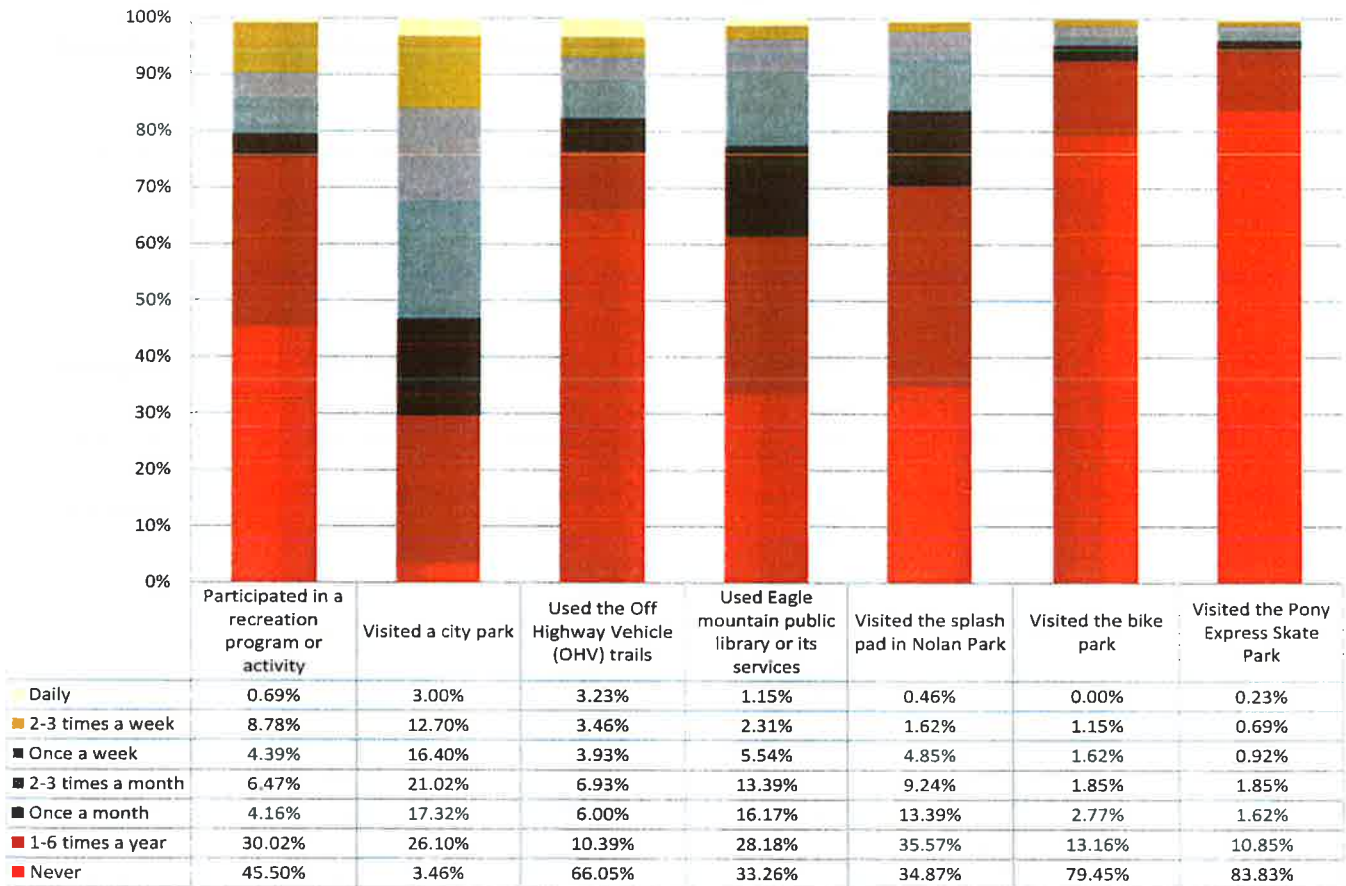
Parks & Library

Please rate your satisfaction level with the following services

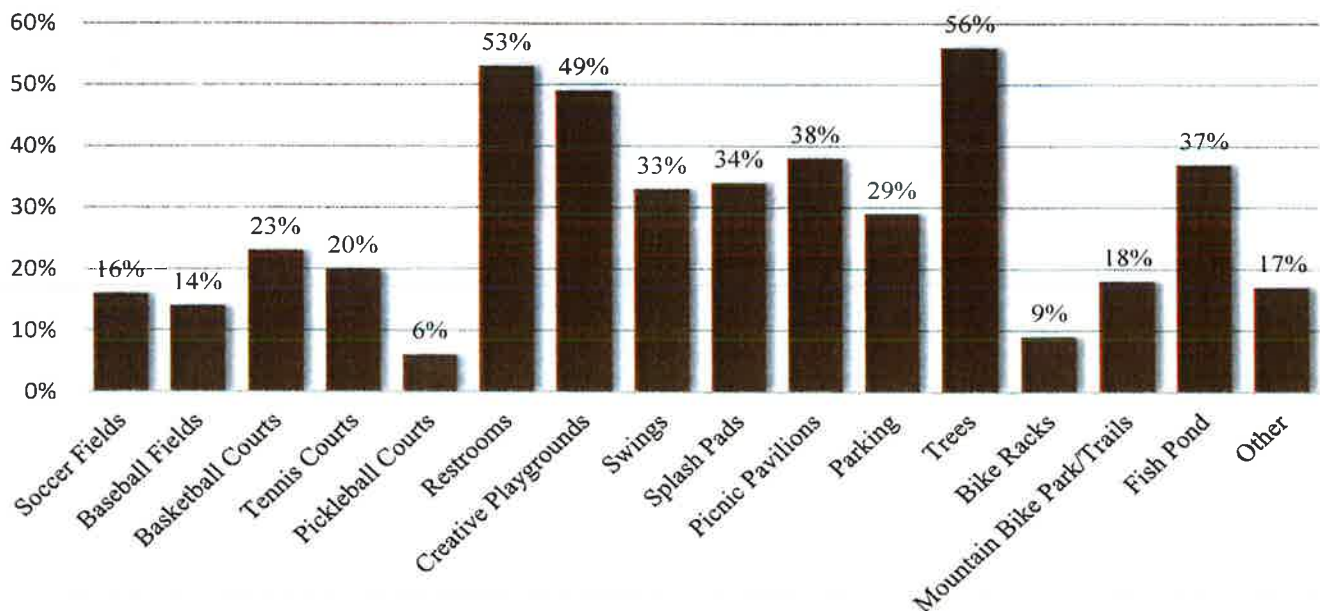




In the last 12 months, about how many times (if ever) have you or other household members participated in the following activities in Eagle Mountain?

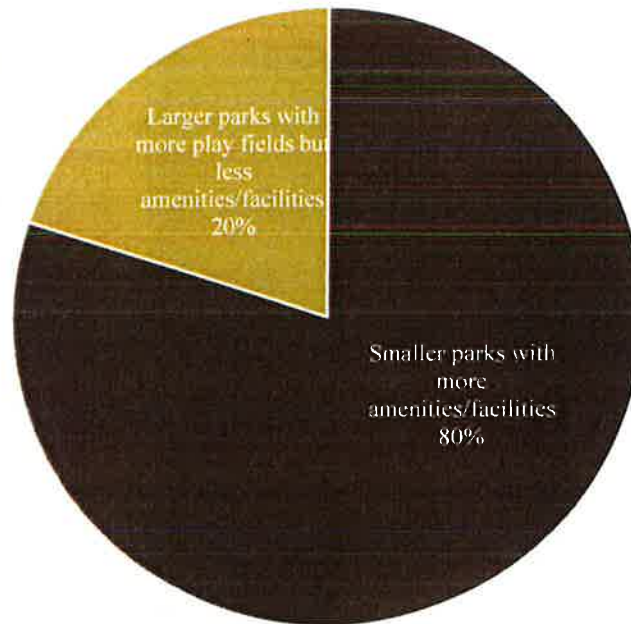


What park facilities/amenities are most needed to add to the existing parks in Eagle Mountain? (mark all that apply):

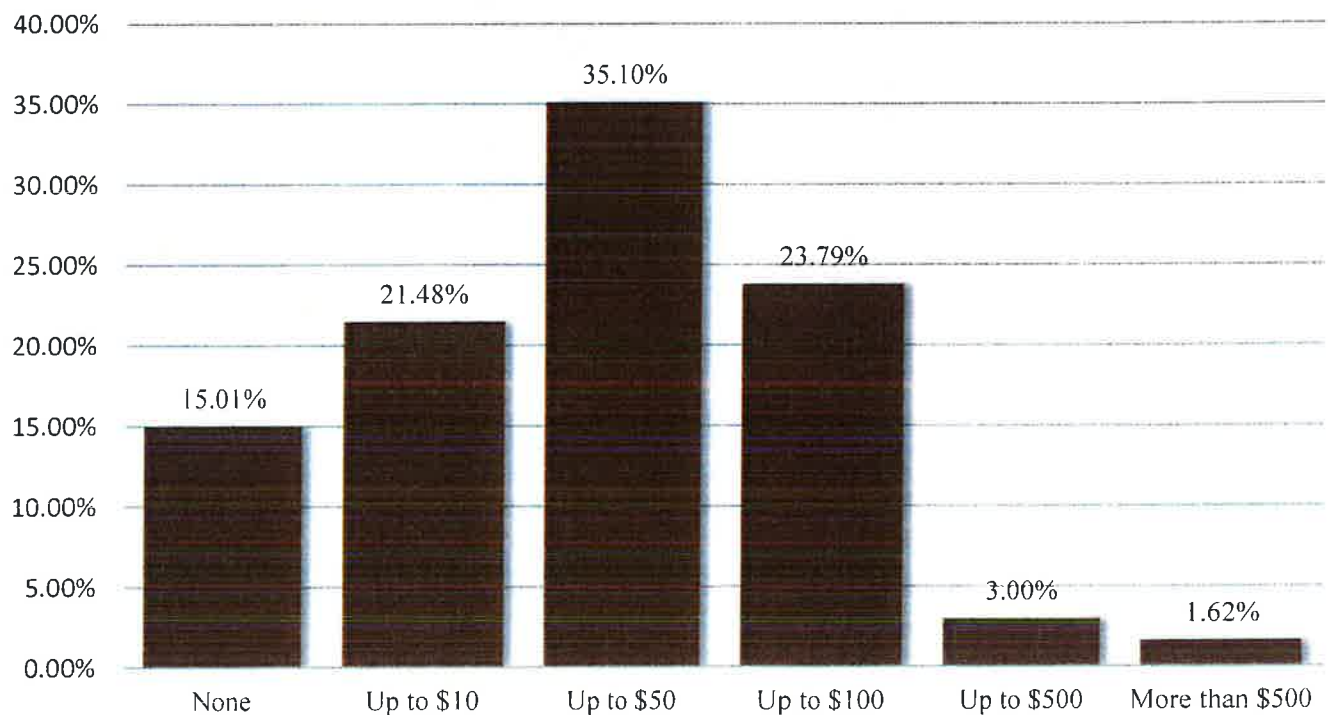


Citizen Survey Results

If you had to choose between these two park options, which would you prefer?



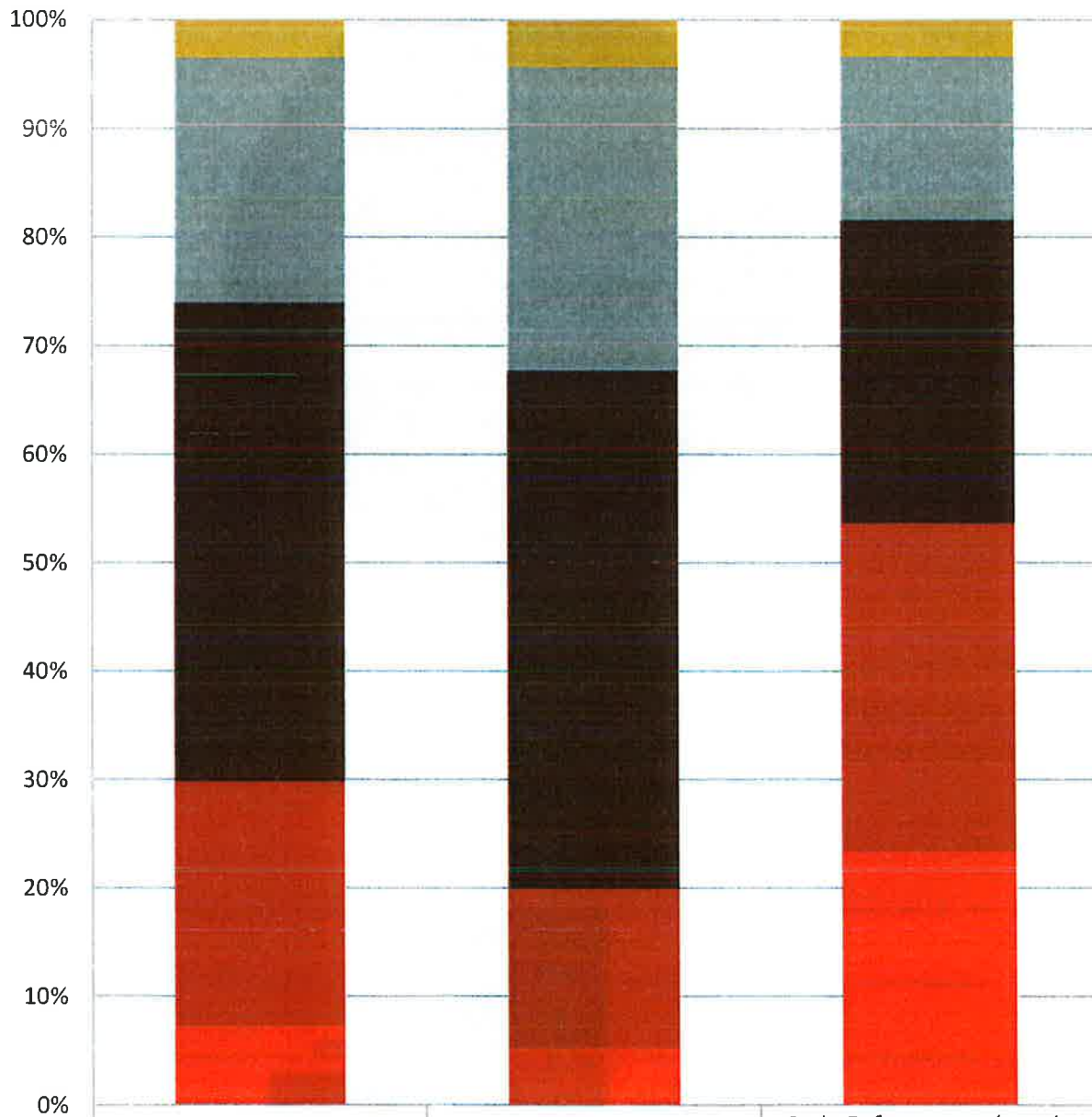
If you or your neighbors had an idea for a specific park improvement, and the City offered to match any funds contributed for the park improvement, how much would you be willing to contribute?





Building & Planning

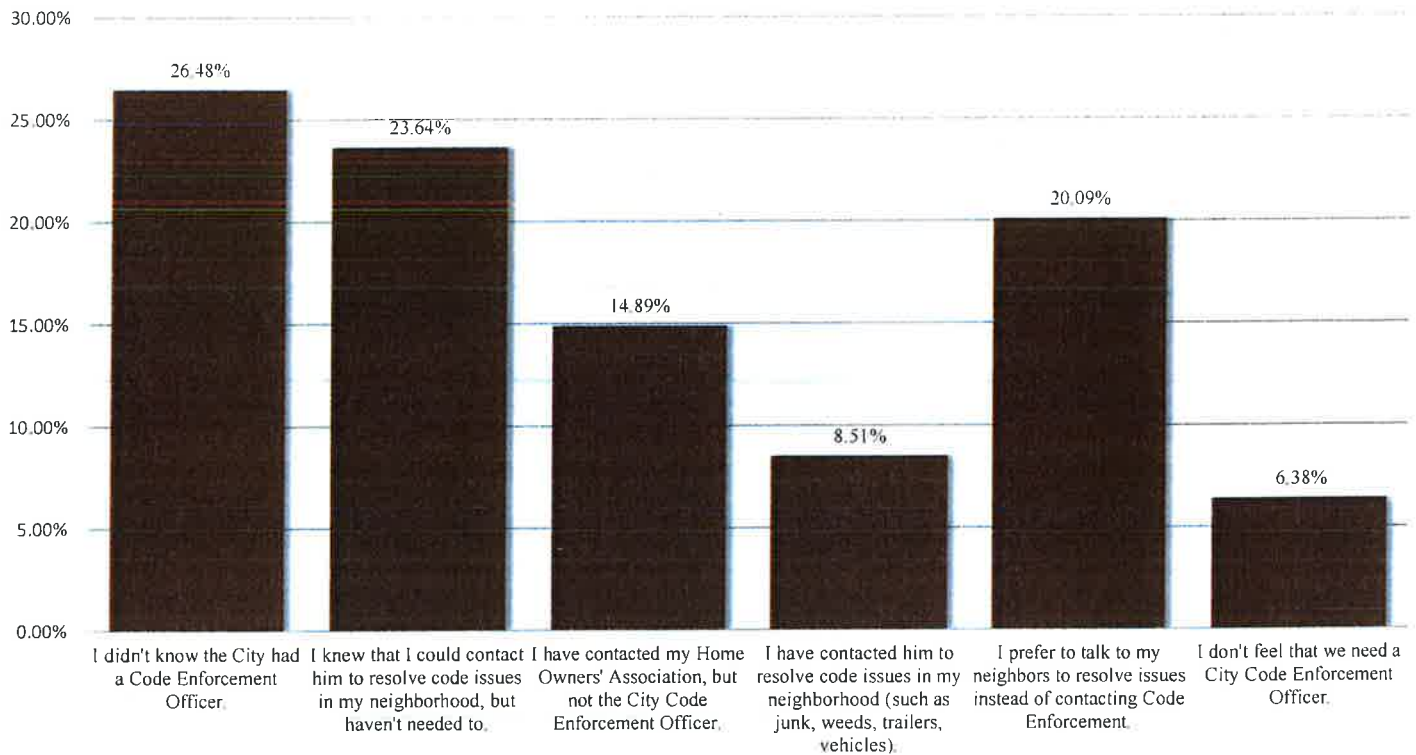
Please rate your satisfaction level with the following services:



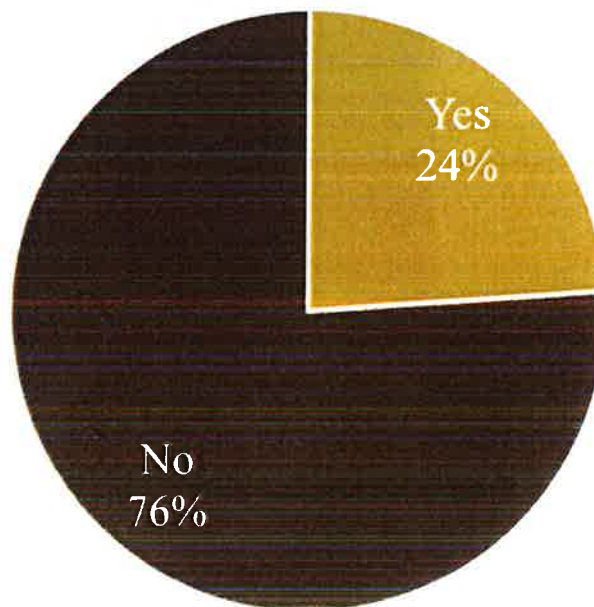
	City Planning	Building Department	Code Enforcement (weeds, abandoned buildings/vehicles, etc.)
Very Satisfied	3.40%	4.27%	3.33%
Satisfied	22.55%	27.96%	15.00%
Neutral	44.26%	47.87%	28.00%
Dissatisfied	22.55%	14.69%	30.33%
Very Dissatisfied	7.23%	5.21%	23.33%

Citizen Survey Results

Please mark the answer(s) that best describes your knowledge of the City's Code Enforcement Officer:

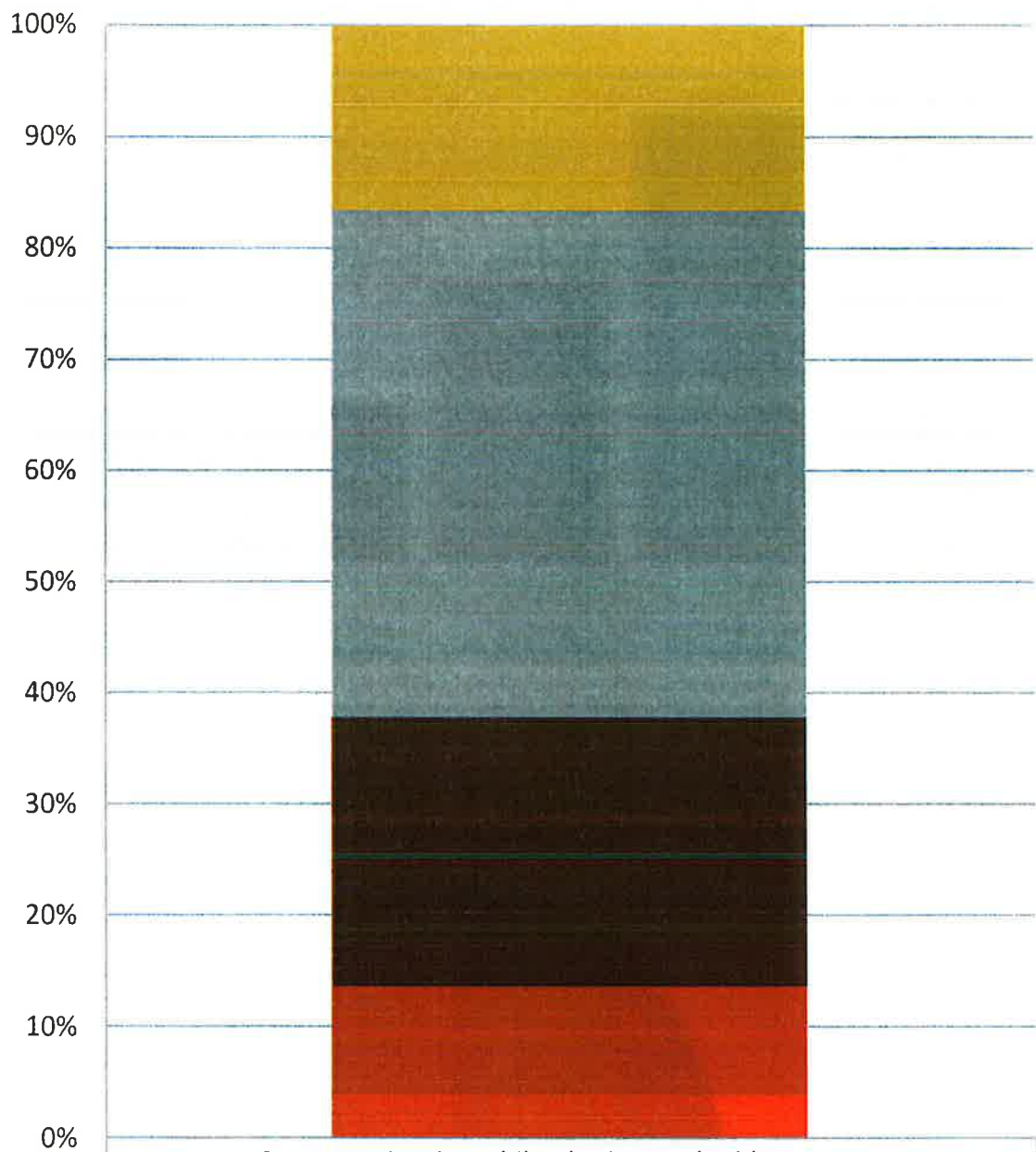


Have you or a household member ever applied for a building permit in Eagle Mountain?





Please rate your satisfaction level with the customer service provided while obtaining a building permit:

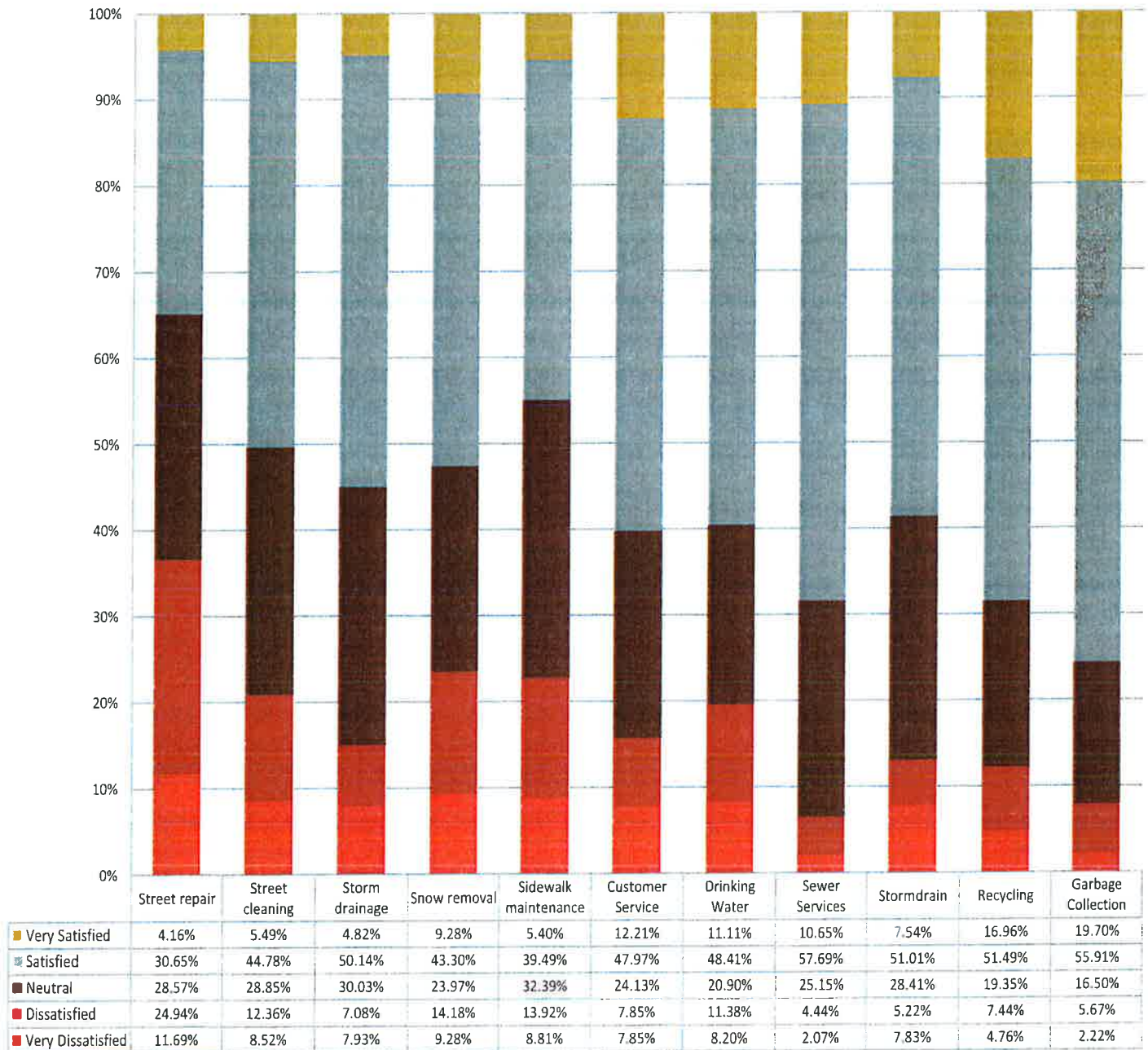


Customer Service while obtaining a building permit	
Very Satisfied	16.50%
Satisfied	45.63%
Neutral	24.27%
Dissatisfied	9.71%
Very Dissatisfied	3.88%

Citizen Survey Results

Public Works

Please rate your satisfaction level with the following services:





Satisfaction Comparison

Please rate your satisfaction level with the following services:

City Service/Department	FY 2013	FY 2014	FY 2015	FY 2016
Administration (City Administrator, etc.)	3.60	2.96	3.59	3.57
Finance Department	n/a	2.80	3.53	3.32
Legislative (City Council, Mayor, etc.)	3.58	2.67	3.73	3.86
Economic Development	3.10	2.69	3.21	2.82
Public Information (newsletter, website, Facebook, etc.)	3.95	3.62	4.15	3.80
Recorder	n/a	3.21	3.56	3.53
City Planning	n/a	2.94	3.28	2.92
Building Department (permits, etc.)	n/a	3.06	3.26	3.11
Public Library Services	3.61	3.57	3.75	3.66
Ambulance or Emergency Medical Services	4.24	3.78	3.99	4.04
Fire Services, including Prevention and Education Services	4.18	3.88	4.02	4.11
Wildfire Services	n/a	n/a	n/a	4.00
Animal Control	3.51	3.34	3.46	3.37
Crime Prevention	n/a	n/a	n/a	3.55
Traffic Enforcement	n/a	n/a	n/a	3.37
Crossing Guards	n/a	n/a	n/a	3.96
Code Enforcement (weeds, abandoned buildings/vehicles, etc.)	2.91	2.63	2.75	2.45
Law Enforcement	4.06	3.65	4.06	4.06
Street repair	3.44	2.73	3.04	2.91
Street cleaning	3.40	3.26	3.29	3.26
Street lighting	3.23	3.00	3.15	n/a
Storm drainage	3.18	3.29	3.45	3.37
Storm Drain	n/a	n/a	n/a	3.45
Snow removal	3.23	3.32	3.48	3.29
Sidewalk maintenance	3.44	3.28	3.33	3.19
Utility Billing	n/a	2.71	3.59	3.49
Drinking water	3.44	3.29	3.45	3.43
Electric utilities	3.70	2.99	3.71	n/a
Gas utilities	3.70	2.97	3.73	n/a
Sewer services	3.75	3.29	3.78	3.70
Recycling	4.03	3.46	3.80	3.68
Garbage Collection	4.25	3.96	4.19	3.85
City parks	3.65	3.60	3.66	3.43
Youth Sports	n/a	3.40	3.33	3.10
Adult Sports	n/a	3.19	3.15	3.02
Community Leisure	n/a	3.15	3.12	n/a
Special Events	n/a	3.24	3.26	3.45
Overall City Satisfaction	3.62	3.22	3.53	3.46

*Note: This question was asked on the following scale: Very Dissatisfied (1), Dissatisfied (2), Neutral (3), Satisfied (4), and Very Satisfied (5). The higher the number, the more satisfaction with the service. Due to the different scales used in prior years, we had to mathematically alter numbers to fit the new 5-point scale by taking the old score divided by the total points to get a percentage and then use that percentage to find a comparable value on the new scale. This provides a useful - although not perfect - comparison with prior years.